

Tuesday, 15 August, 2023 - 9.30 a.m.

AGENDA

Page Nos.

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST** – In terms of Section 5 of the Code of Conduct, members of the Committee are asked to declare any interest in particular items on the agenda and the nature of the interest(s) at this stage.
3. **MINUTE** – Minute of the meeting of City of Dunfermline Area Committee of 6 June, 2023. 5 - 10
4. **LOCAL COMMUNITY PLANNING BUDGET REQUEST - DUNFERMLINE CHRISTMAS LIGHTING CONTRACT** – Report by the Head of Communities and Neighbourhood Services. 11 - 12
5. **LOCAL COMMUNITY PLANNING BUDGET REQUEST - FIRE STATION CREATIVE FACADE RESTORATION** – Report by the Head of Communities and Neighbourhood Services. 13 - 15
6. **LOCAL COMMUNITY PLANNING BUDGET REQUEST - BRANCHING OUT – WELLBEING THROUGH HERITAGE** – Report by the Head of Communities and Neighbourhood Services. 16 - 18
7. **PLAN 4 DUNFERMLINE - DUNFERMLINE AREA LOCAL COMMUNITY PLAN 2023 - 2024** – Report by the Head of Communities and Neighbourhood Services. 19 - 44
8. **AREA HOUSING PLAN UPDATE - 2023 TO 2026** – Report by the Head of Housing Services. 45 - 57
9. **COMPLAINTS UPDATE - 1 APRIL 2022 TO 31 MARCH 2023** – Report by the Head of Customer and Online Services. 58 - 88
10. **CITY OF DUNFERMLINE FORWARD WORK PROGRAMME** 89 - 93

Members are reminded that should they have queries on the detail of a report they should, where possible, contact the report authors in advance of the meeting to seek clarification.

Lindsay Thomson
Head of Legal and Democratic Services
Finance and Corporate Services

Fife House
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Glenrothes

Fife, KY7 5LT

8 August, 2023

If telephoning, please ask for:

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Agendas and papers for all Committee meetings can be accessed on
www.fife.gov.uk/committees

BLENDED MEETING NOTICE

This is a formal meeting of the Committee and the required standards of behaviour and discussion are the same as in a face to face meeting. Unless otherwise agreed, Standing Orders will apply to the proceedings and the terms of the Councillors' Code of Conduct will apply in the normal way

For those members who have joined the meeting remotely, if they need to leave the meeting for any reason, they should use the Meeting Chat to advise of this. If a member loses their connection during the meeting, they should make every effort to rejoin the meeting but, if this is not possible, the Committee Officer will note their absence for the remainder of the meeting. If a member must leave the meeting due to a declaration of interest, they should remain out of the meeting until invited back in by the Committee Officer.

If a member wishes to ask a question, speak on any item or move a motion or amendment, they should indicate this by raising their hand at the appropriate time and will then be invited to speak. Those joining remotely should use the "Raise hand" function in Teams.

All decisions taken during this meeting, will be done so by means of a Roll Call vote.

Where items are for noting or where there has been no dissent or contrary view expressed during any debate, either verbally or by the member indicating they wish to speak, the Convener will assume the matter has been agreed.

There will be a short break in proceedings after approximately 90 minutes.

Members joining remotely are reminded to have cameras switched on during meetings and mute microphones when not speaking. During any breaks or adjournments please switch cameras off.

2023 CODAC 29

THE FIFE COUNCIL - CITY OF DUNFERMLINE AREA COMMITTEE – BLENDED MEETING

Civic Centre, Inverkeithing

6 June 2023

9.30am – 1.30pm

PRESENT: Councillors James Calder (Convener), Naz Anis-Miah, Lynn Ballantyne-Wardlaw, Auxi Barrera, Aude Boubaker-Calder, Gavin Ellis, Derek Glen, Jean Hall-Muir, Cara Hilton, Jim Leishman and Gordon Pryde.

ATTENDING: Norman Laird, Community Manager (Glenrothes Area), Shirley Melville, Area Community Development Team Manager and Lindsay Gilfillan, Project Manager, Communities and Neighbourhoods Service; Deborah Davidson, Education Manager, Mick McGee, Headteacher (St Columba's High School) and Iain Yuile, Headteacher (Dunfermline High School), Education and Children's Services; Lesley Craig, Lead Consultant (Traffic Management North) and Allan Maclean, Lead Consultant (Sustainable Traffic and Travel), Roads and Transportation Services; Patricia Spacey, Safer Communities Team Manager and Michael Collins, Safer Communities Lead Officer, Housing Services; and Emma Whyte, Committee Officer, Legal and Democratic Services, Finance and Corporate Services.

ALSO IN ATTENDANCE: Chief Inspector Kathryn Fairfield, Inspector Neil McGurk, Police Scotland and Station Commander Craig Robertson, Scottish Fire and Rescue Service (for paras. 67, 68 and 69 only).

61. DECLARATIONS OF INTEREST

No declarations of interest were submitted in terms of Standing Order No. 7.1.

62. MINUTES

- (a) The committee considered the minute of the meeting of the City of Dunfermline Area Committee of 25 April 2023.

Decision

The committee agreed to approve the minute.

- (b) The committee considered the minute of the meeting of the West Fife Area Common Good Sub-Committee of 7 February 2023.

Decision

The committee agreed to approve the minute.

63. REPORT ON EDUCATIONAL OUTCOMES 2021/22

The committee considered a report by the Executive Director (Education and Children's Services) providing members with details of the attainment outcomes achieved by pupils within the area's schools during the school year 2021/22.

Decision

The committee:-

- (1) noted the overall progress in raising levels of attainment in 2021/22 and the strategies being implemented to raise attainment; and
- (9) requested that a further report be submitted to the committee with detailed attainment data for each of the four High Schools in Dunfermline.

64. PROPOSED MANDATORY CYCLE LANE – B916 ABERDOUR ROAD, DUNFERMLINE

The committee considered a report by the Head of Roads and Transportation Services detailing proposals to introduce a mandatory two-way cycle lane on the B916 Aberdour Road, Dunfermline.

Decision

The committee, in the interests of road safety:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce a mandatory two-way cycle lane as detailed in Drawing No. TRO23_08 with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period, unless there were objections.

65. PROPOSED TAXI RANK – QUEEN MARGARET HOSPITAL, DUNFERMLINE

The committee considered a report by the Head of Roads and Transportation Services detailing proposals to introduce a taxi rank at Queen Margaret Hospital, Dunfermline.

Decision

The committee, in the interests of road safety:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to introduce and amend the parking restrictions detailed in Drawing No. TRO22_13 with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period, unless there were objections.

2023 CODAC 31

66. **B912 WHITEFIELD ROAD, DUNFERMLINE – PROPOSED 30MPH SPEED LIMIT**

The committee considered a report by the Head of Roads and Transportation Services detailing proposals to introduce a 30mph speed limit on the B912 Whitefield Road, Dunfermline.

Decision

The committee, in the interests of road safety:-

- (1) agreed to the promotion of a Traffic Regulation Order (TRO) to reduce the current 40mph speed limit on Whitefield Road to 30mph as detailed in Drawing No. TRO23_28/P with all ancillary procedures; and
- (2) authorised officers to confirm the Traffic Regulation Order within a reasonable period, unless there were objections.

67. **SAFER COMMUNITIES ANNUAL PERFORMANCE REPORT**

The committee considered a report by the Head of Housing Services updating members on the operational activity of the Safer Communities Team within the Dunfermline Committee area during the twelve month period 1 April 2022 to 31 March 2023.

Decision

The committee noted the contents of the report.

The meeting adjourned at 11.20am and reconvened at 11.30am.

68. **POLICE SCOTLAND ANNUAL PERFORMANCE REPORT**

The committee considered a report by the Chief Inspector, Police Scotland providing an update on the policing activity within the City of Dunfermline Area.

Decision

The committee noted the contents of the report.

69. **SCOTTISH FIRE AND RESCUE SERVICE ANNUAL PERFORMANCE REPORT**

The committee considered a report by the Station Commander, Dunfermline Community Fire Station, Scottish Fire and Rescue Service providing an update on incident information for the period 1 April 2022 to 31 March 2023.

Members were provided with an update on the recent announcement that the Scottish Fire and Rescue Service were proposing reductions in service appliances including fire engines and height appliances removed from across Fife and the impact this would have on the Dunfermline area.

Decision

The committee noted the contents of the report.

70. COMMUNITY RECOVERY FUND PROPOSALS

The committee considered a report by the Head of Communities and Neighbourhoods Service advising members of the current proposals relating to the Community Recovery Fund (CRF) allocated to the City of Dunfermline area and seeking agreement from the Area Committee on several projects that were ready to commence within the current financial year 2023/24.

Members were advised that the contribution towards the Crossford Allotment extension and wetland should have been £60,000 and not £79,900 as detailed in the report.

Decision

The Committee agreed to approve the following list of projects totalling £282,698:-

- Development of St. Leonard's Playpark, Brucefield - £60,000
- Crossford Allotment extension and wetland - £60,000
- Steading for Wellbeing - £100,000
- Food Development Worker - £42,798

71. LOCAL COMMUNITY PLANNING BUDGET REQUEST - BRANCHING OUT - WELLBEING THROUGH HERITAGE

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of £19,910 from the Local Community Planning area wide budget to develop the innovative green health referral programme of woodland activities - Branching Out - for the Dunfermline area.

Decision

The committee agreed to defer consideration of this application to allow the applicant time to consider applying for funding from other sources.

72. LOCAL COMMUNITY PLANNING BUDGET REQUEST - NETWORKING BALDRIDGEBURN AND TOUCH COMMUNITY CENTRES

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of £16,452.30 from the Area Anti-Poverty fund to deliver the installation of Fife Council IT Network within Baldridgeburn and Touch Community Centres.

Decision

The committee agreed:-

- (1) a contribution of £16,452.30 from the Dunfermline area wide budget (instead of the Area Anti-Poverty fund as detailed in the report) for the purpose of installing a new IT provision which would have a significant impact on local communities and council officers delivering services locally;
- (2) that a Local Community Planning Budget Request for the installation of IT Network provision at Kingseat Community Centre be submitted to a future meeting of the committee; and

2023 CODAC 33

- (3) that an evaluation of IT network availability in all community centres in the Dunfermline be undertaken.

Councillors Anis-Miah and Boubaker-Calder left the meeting during consideration of the above item.

73. LOCAL COMMUNITY PLANNING BUDGET REQUEST - HEALTHY HOMES, DUNFERMLINE

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of £24,731 from the Area Anti-Poverty fund to build on the success of the 2021/22 Health Homes project to increase the number of households being supported in the Dunfermline area.

Decision

The committee agreed a contribution of £24,731 from the Area Anti-Poverty fund for the purpose of targeting the delivery of energy advice and handy service to older people, those leaving hospital and people with a long-term illness or disability who might not otherwise access energy advice.

74. LOCAL COMMUNITY PLANNING BUDGET REQUEST - COSY KINGDOM - WARM AND INFORMED DUNFERMLINE

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of £24,731 from the Area Anti-Poverty fund to support vulnerable households in the Dunfermline area to stay warm affordably and increase future access to further support.

Decision

The committee agreed a contribution of £24,731 from the Community Recovery Fund (instead of the Area Anti-Poverty fund as detailed in the report) for the purpose of delivering a targeted campaign for the project in certain demographics outlined as areas with the poorest outcomes and advising those targeted neighbourhoods of the energy advice and handy service for hard to reach, vulnerable households.

Councillor Hilton left the meeting during consideration of the above item.

75. LOCAL COMMUNITY PLANNING BUDGET REQUEST - DUNFERMLINE COMMUNITY COUNCILS

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of £50,000 from the Local Community Planning budget to develop the ongoing work being carried out by the nine active community councils in the Dunfermline area.

Members were advised that Bellyeoman Community Council should have been included in the list of community councils to receive funding.

Decision

The committee agreed a contribution of £50,000 from the Local Community Planning budget which would be divided between the respective community council wards. This would allow the implementation of community council projects without the need for multiple applications.

76. LOCAL COMMUNITY PLANNING BUDGET REQUEST - HOLIDAY PROVISION

The committee considered a report by the Head of Communities and Neighbourhoods Service seeking a contribution of £25,000 from the Area Anti-Poverty fund to build on the success of the holiday provision offered in 2022 during the summer and October period across the Dunfermline area.

Decision

The committee agreed a contribution of £25,000 from the Area Anti-Poverty fund for the purpose of delivering a range of services and support to children, young people and families over the summer and October holiday period in 2023.

77. PROPERTY TRANSACTIONS

The committee considered a report by the Head of Property Services advising on action taken using the List of Officer Powers in relation to property transactions.

Decision

The committee noted the contents of the report.

78. CITY OF DUNFERMLINE AREA COMMITTEE FORWARD WORK PROGRAMME

Decision

The committee reviewed and noted the City of Dunfermline Area Forward Work Programme 2023.

15th August 2023

Agenda Item No. 4

Dunfermline Christmas Lighting Contract

Report by: Paul Vaughan, Head of Communities & Neighbourhoods Service

Wards Affected: 2, 3 and 4

Purpose

The purpose of this report is to seek a contribution of £25,000 from the Dunfermline Area Wide budget in order to commission Christmas Lighting in Dunfermline City Centre.

Recommendation(s)

Members are asked to agree to a contribution of £25,000 from the Dunfermline Area Wide budget.

Resource Implications

There is sufficient funding available in the local area budget should the contribution be agreed.

Legal & Risk Implications

This report raises no particular legal or risk implications.

Impact Assessment

An EqlA is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

The elected members of wards 2,3 and 4 have been consulted and are in support of this request.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts over £5,000 can be committed. This report has been undertaken to seek agreement from this Area Committee for a contribution of £25,000 from the Local Community Planning Budget – in particular, the Dunfermline Area Wide budget.
- 1.2 The current festive lighting contract / framework agreement ended on 31st May 2021. After the expiration of this, a direct award of one year was made to the same provider (Blachere Illumination) from the 23rd of September 2022 till March 2023.
- 1.3 Discussions began in April 2022 with regards to the renewal of the framework agreement which, once finalised, will be submitted to procurement.
- 1.4 The new framework will not include the previously included Halbeath/Dulloch Community Council areas after it had been absorbed into the budget following the folding of the previous Community Council. Support is being given to the existing Community Council to continue the lighting scheme should they choose to do so.

2.0 Project Information

- 2.1 The proposal for this year is to put in place a 4-year framework with a single contractor who can supply, install, remove, maintain and store festive lighting decorations in Dunfermline City Centre to help promote civic pride.
- 2.2 The contract will hopefully see a new and improved lighting scheme in the City Centre in order to reflect the new City Status, as well as an enhanced events line up at the switch on celebration.
- 2.3 At a crucial time of year for City Centre hospitality and retail businesses, an increased and better quality of lighting and festivities will help to create a magical atmosphere for those living in and visiting the City Centre.

3.0 Conclusions

- 3.1 Funding will assist in the improved overall lighting scheme within the Dunfermline City Centre which will provide an enhanced experience for those living in and visiting the City.
- 3.2 A local community planning budget application has been submitted for this project and can be viewed by members upon request.

List of Appendices

1. N/A

Report Contact

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15th August 2023

Agenda Item No. 5

Fire Station Creative Façade Restoration

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 2,3,4

Purpose

This report seeks a contribution of £8,016 of Dunfermline Local Community Planning budget funding to carry out the necessary repairs to the Fire Station building in order to maintain public safety after part of the façade became dislodged from the main building. This funding is in addition to a previously agreed application as the cost of repairs has increased since the initial quote.

Recommendation(s)

Members are asked to agree a contribution of £8,016 from the Dunfermline-wide area budget for the purpose of ensuring that urgent repairs are carried out to ensure any further damage and prevent further issues.

Resource Implications

There is sufficient funding available in the local area budget should the contribution be agreed.

Legal & Risk Implications

This report raises no particular legal or risk implications.

Impact Assessment

An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices.

Consultation

The elected members of wards 2,3 and 4 have been consulted and are in support of this request.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts over £5,000 can be committed. This report has been undertaken to seek agreement from this Area Committee for a contribution of £8,016 from the Local Community Planning Budget – in particular, the Dunfermline-Wide Budget.
- 1.2 Fire Station Creative (FSC) is an independent contemporary arts and music venue in Dunfermline. It is the only significant arts venue of its kind in the region, hosting 21 studios, a high-profile gallery, cafe/bar, music therapy and art therapy.
- 1.3 The facade of the iconic Art Deco building is in urgent need of repair. In July 2022, a large piece of rendering fell off putting the public at risk. While the area has been made safe with temporary scaffolding, funding is needed to guarantee safety. The building itself is owned by Fife Council.
- 1.4 Dunfermline Area Committee approved a previous application of funding for the amount of £36,212 as a contribution to the repairs. However, the price for the repairs have increased since the initial quote and this application seeks to fund the shortfall.

2.0 Project Information

- 2.1 With financial support, a roofing company will be commissioned to refurbish the entire facade of the building. This includes erecting scaffolding, removing loose rendering, and applying new roughcast to the walls. While public safety is the priority, the secondary aim is to keep the venue alive. FSC is a registered charity with insufficient funds to meet the costs of the renovation of the building.
- 2.2 FSC is a registered charity with insufficient funds to meet the costs of the renovation of the building. The charity is currently spending £240 per week on scaffolding.
- 2.3 The cost of the project has increased, and the revised repairs are now £43,500. A contribution of £10,000 from the TCBI has also been agreed towards this.

3.0 Conclusions

- 3.1 Funding will ensure there are no risks to the general public and will prevent any further issues arising in future.

List of Appendices

1. N/A

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

- N/A

Report Contact

Andrew Gallacher
Community Manager
New City House Dunfermline
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Andrew.gallacher-cn@fife.gov.uk

15th August 2023

Agenda Item No. 6

Branching Out – Wellbeing Through Heritage

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 2,3,4

Purpose

This report seeks a contribution of £19,910 of Area Local Community Planning budget funding to develop the innovative green health referral programme of woodland activities - Branching Out - for the Dunfermline area.

Recommendation(s)

Members are asked to agree a contribution of £19,910 from the Area Local Community Planning budget, specifically the Dunfermline Area Wide budget. The project, in partnership with Fife Coast and Countryside Trust, aims to deliver a programme of activities for people to improve their mental health and wellbeing.

Resource Implications

There is sufficient funding available in the local area budget should the contribution be agreed.

Legal & Risk Implications

This report raises no particular legal or risk implications.

Impact Assessment

An Equality Impact Assessment (EqIA) is not required, as the report does not propose a change or revision to existing policies and practices.

Consultation

The elected members of wards 2, 3 and 4 have been consulted and are in support of this request.

1.0 Background

- 1.1 The criteria for spend from the Local Community Planning Budget requires authorisation from the Area Committee before amounts over £5,000 can be committed. This report has been undertaken to seek agreement from this Area Committee for a contribution of £19,910 from the Local Community Planning Budget to enable additional activity within the Wellbeing through Heritage project, which itself has secured funding of £376,000.
- 1.2 As set out in the Plan 4 Dunfermline (Recovery and Renewal), specifically recovering from the pandemic, the project aims at supporting individual health and wellbeing by developing a sense of ownership and agency, addressing social isolation, and building on connections with outdoors and nature, as well as supporting health and wellbeing through developing a sense of ownership.

2.0 Project Information

- 2.1 The project attention will focus on people using mental health services in Dunfermline through an innovative green health project. Branching Out is a referral programme of woodland activities which will involve individuals working in small groups of 12 for three hours of woodland-based activities once a week over a 12-week period.
- 2.2 Delivery will be through various activities which include physical activity (health walks, tai chi and conservation activities), bushcraft (shelter building and environmental art), and learning (tree identification).
- 2.3 The Branching Out programme will work in collaboration with local stakeholders to develop a robust social referral protocol between third and public sector as well as facilitate better integration and collaboration between services while raising awareness of the value of green health to the public and improve access to green health information.

3.0 Conclusions

- 3.1 Funding will finance the equipment and staff time needed to run the Branching Out programme, in partnership with a number of organisations including Carnegie Dunfermline Trust, Fife Cultural Trust, NHS Health and Social Care Partnership and Fife Council, who currently make up the governance group for the National Heritage Funded project.
- 3.2 A copy of the Local Community Planning budget application form submitted for this project is available for members should they require to see it.

List of Appendices

1. N/A

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

- N/A

Report Contact

Shirley Melville

Team Leader Community Development (Dunfermline)

City Chambers Dunfermline

03451 55 55 55 Ext No 480067

Shirley.melville@fife.gov.uk

15th August 2023

Agenda Item No. 7

Plan 4 Dunfermline - Dunfermline Area Local Community Plan 2023 - 2024

Report by: Paul Vaughan, Head of Communities and Neighbourhoods

Wards Affected: 2, 3 and 4

Purpose

To present for update and consideration the proposal for the Plan 4 Dunfermline - Dunfermline Area Local Community Plan 2023 to 2024, incorporating the recommendations from the City Conference

Recommendations

Members are asked to:

- Consider the proposal for the process to agree on the 2023/24 priorities for the Dunfermline Local Community Plan
- Comment on the findings of the City of Dunfermline Conference Report from 27th June 2023

Resource Implications

Local Community Planning provision is funded through various sources, including the Local Community Planning Budget, Service and Partner budgets, and external funding. Partners contribute to delivery of the LCP by developing targeted project and initiatives.

The Community Recovery Fund in 2023/24 has increased the budget for devolved decision making and has enabled additional funding to be targeted at priority areas in respect of the ambitions for the Plan for Fife and the pre-existing priorities for the City of Dunfermline

Legal & Risk Implications

There are no legal or risk implications arising from this report.

Impact Assessment

An EqIA and summary form have been completed (Ref:).

Consultation

Over the period 2022/23 there has been ongoing consultation in the direction of Dunfermline's Local Community Plan. The latest iteration for 2021/22 was a Plan that focussed on Recovery and Reform

Local Community Planning is well established in the Dunfermline Area and there is a strong Local Community Planning Partnership, made up of key strategic groups, individuals and organisations. There has been ongoing consultation and key engagement strategies influencing the Dunfermline Local Community Plan.

1.0 Background

- 1 Fife's Partnership Board approved Fife's Local Outcome Improvement Plan the Plan4Fife in April 2018; in accordance, a requirement for local community plans to be produced in each area as: "...the key local delivery vehicles for the Plan for Fife." The four ambitions of the Fife Plan are: Opportunities for All; Thriving Places, Inclusive Growth and Jobs and Community Led Services.
- 1.1 Towards the end of 2019 the Fife Partnership Board began to review the Plan for Fife's three-year actions. The intention was to undertake a wide-ranging review of the Plan, covering the 'areas of focus' and expected outcomes, the 12 ten-year ambitions would remain as they are. This would provide an opportunity for the Fife Partnership to address the findings of the 2020 State of Fife report. The review would also provide an opportunity to put actions to address the climate emergency at the heart of the plan.
- 1.2 Experience from the Covid-19 pandemic suggests that there was a need to further review this approach in order to avoid creating separate and parallel processes around post-Covid recovery and reform and the wider Plan for Fife review.
- 1.3 The effective response to the pandemic across Fife's communities and across community planning partners also highlighted some new ways of working, which should be retained and built on to enable partners to 'build back better'. An updated Plan for Fife would then be developed towards the end of 2020.

2.0 Recovery Priorities

- 2.1 In 2020 The Dunfermline Local Community Planning Partnership had begun to review their areas of focus and actively tie in with the four priority areas.
 - Tackling poverty and crisis prevention**
 - Leading economic recovery**
 - Sustaining services through new ways of working**
 - Addressing the climate emergency**
- 2.2 Within each of the above areas there were opportunities to look at new approaches, building on the experience of Fife's response to the pandemic, including how we work with vulnerable people and families and how we build community capacity through local place-based working.

- 2.3 In Dunfermline key strategic groups, linked with each of the ambitions of the Fife Plan, have continued to meet and develop further, significant pieces of work:
- 2.4 The **Dunfermline Poverty Action group** – In addressing poverty and crisis prevention have been working to develop a new multi-agency support shop front through the Dunfermline Advice Hub subgroup. Collaboration between partners has been a strong focus of the DPAG with the expansion of Dunfermline Community Food Forum and crisis support and prevention work across the city.
- 2.5 The **Dunfermline Heritage Partnership** continues to thrive to enable an environment where partners can collaborate to develop, innovate, and sustain an inspiring coherent heritage and culture offer which promotes Dunfermline to its residents and visitors. The DHP has been instrumental in delivering and supporting projects such as the creation of a new City Guide “Your Guide to Dunfermline”, establishing a programme of Heritage based activities and supporting the City Conference through attendance and presentation.
- 2.6 The **Greenspace Strategy** – As of March 2023 has evolved into a registered SCIO, under the name of Dunfermline Greenspace SCIO. The SCIO will act as the umbrella organisation in Dunfermline in helping to bring together and further support and develop “green” work across the city. The main priorities of the SCIO are Nature, climate, tourism, wellbeing, culture, skills, heritage and education. Additional climate and green focussed work continue to take place across the city.
- 2.7 **Economic Recovery** – The Community Recovery Fund has proven key in stimulating work to support economic recovery. There has been significant investment into tourism, with developments to Dunfermline.Com, increase of awareness of tourism assets at Ferry ports in West Fife and a commissioned tourism audit to identify needs and gaps. Community Wealth Building features heavily in Dunfermline with the promotion of localised spending through Fife Loves Local gift cards and the increased collaboration of groups to increase external funding into the city. There has been significant investment into the City Centre, with the Gap site and St Margaret’s House.
- 2.8 The **City of Dunfermline** - The Dunfermline City Conference was held at the Glen Pavilion on 27th June 2023 with 178 delegates from a range of community and business organisations. The Report detailing the conversations, interactions and discussions from the day, is attached in the Appendix. The agenda reflected the aim of the conference in highlighting the opportunities for Dunfermline's future and also the work of key stakeholders who all took the opportunity to elaborate on their efforts and how they wished for a coherent approach to the economic and community vision of the city based on collaborative effort. Five workshops in the afternoon session were very well attended and the attendees provided their views and opinions which have been captured within the Report.
- 2.9 The first opportunity to review the Conference with the key speakers and workshop facilitators took place on 3rd August 2023. Over the course of the next few weeks, we will review the outputs from Conference, and feed into the Local Community Plan discussions while also coordinating with the plans and strategies of the key stakeholders.

3.0 Community Response

- 3.1 Valuable work has been undertaken to ensure that the Dunfermline Area Local Community Plan – Plan 4 Dunfermline, reflected and addressed the needs of local people and the economy. The Plan 4 Dunfermline provided clear strategic direction for all partnership activity across the Dunfermline area.
- 3.2 Over the past few years, a wide range of local resilience groups and community groups have provided flexible and responsive services in meeting the needs of local communities. Working with local volunteers, these groups have helped with the response to crisis, whether through food support, fuel poverty or wellbeing. This community effort underlines the importance of putting communities at the heart of future development and growth. Community Empowerment continues to feature heavily in all areas of work with focussed efforts proving successful in areas such as Touch, Baldridgeburn and Abbeyview.
- 3.3 The city of Dunfermline's future involves working with key stakeholders to elaborate their aspirations and efforts in establishing a coherent approach to the economic and community vision of the city.

4.0 Conclusion

- 4.1 This report offers a breakdown of the process that has been undertaken from April 2022 to June 2023 in considering the factors and establishing the priorities that will inform the new Dunfermline Local Community Plan.
- 4.2 Guidance from Fife Partnership and the recommendations from the City of Dunfermline Community Conference held in June 2023, will influence the key priorities for 2023/24 onwards.

List of Appendices

1. Initial report findings from the City of Dunfermline Conference

Background Papers

Plan 4 Fife

Report Contact(s)

Name Shirley Melville Team Manager Community Development (Dunfermline)

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Dunfermline City Conference

Draft Report

CONFIDENTIAL

FIFE COUNCIL

25 JULY 2023

Contents

- Foreword - Cllr James Calder
- Introduction
- The Conference
- Strategic Initiatives To Date
- Dunfermline in Context
- Speaker Presentations
 - The Journey So Far - Gordon Mole, Fife Council
 - *“Ask not what your city can do for you, but what you can do for your city!”*
 - Group 1:
 - David Cook, Dunfermline Athletic Football Club
 - Gillian Taylor, Carnegie Dunfermline Trust
 - Michelle Sweeney, ONFife
 - Donald MacKenzie, Dunfermline & West Fife Local Tourist Association
 - Group 2:
 - Reverend MaryAnn Rennie, Abbey Church
 - Anne-Marie O’Reilly, Historic Environment Scotland
 - Aileen Wright, Sew Yarn Crafty
 - Lindsay Gilfillan, Fife Council
 - *“The Scope for Dunfermline as a Smart City”* - Peter Griffiths, BABLE Smart Cities
- Audience Participation Workshops
 - Workshop 1 - Why Dunfermline’s Tourism Action Plan, culture and events are important
 - Workshop 2 - Why city centre businesses matter & what they contribute to the city
 - Workshop 3 - Why a healthy, active and inclusive city is important
 - Workshop 4 - Why enhancing and sustaining our beautiful city for future generations and liveability is important
 - Workshop 5 - Why strong, empowered, and connected communities matter
- Emerging Themes - workshops overview and themes from the conference
 - Community engagement and outreach
 - Coordination of existing activity
 - Securing the benefits of growth for Dunfermline
 - Building a smart city
 - Developing the tourism offer
 - Better connections
 - A city to enjoy
 - Embedding sustainability

Foreword - Cllr James Calder

Last year Dunfermline entered a new and exciting chapter in its history when we learned we had been awarded city status. It is fitting that Scotland's ancient capital, where kings and queens alike played an important role in building the city, was bestowed this honour from the late Queen Elizabeth II, and that we also enjoyed the first public engagement of King Charles III and Queen Camilla. It is important that this new status plays a key role in driving forward the future of our city. This Conference marks an important milestone in this ambition. Those attending have a key role in helping us shape our future, and their contributions will help us shape our strategy in the years to come.

One significant impact of city status is the effect it can have on building our local tourism sector and the economy, but we are also looking more widely at the wider benefits it can have on inclusivity and wellbeing. We must look at how we ensure that all of our communities are served through the new city status, as well as making sure they feel empowered. We also need to reflect the environmental challenges that we are facing just now. The involvement of young people is absolutely key as we are seeking to build a city that will meet their needs and the needs of all future generations to come. We need to take a local approach to tackling the climate emergency and we also need to ensure the wellbeing of all people in Dunfermline.

One key element of this work is partnership. All those attending the Conference are partners in this endeavour. The vision for the city is not just one for the council; it is one for all partners. The leadership is not centred on one organisation, but shared by many. This is how we achieved city status and it needs to be the approach we continue to take. The vision, once developed, will guide plans for the city in the coming years. Indeed, the next few years are going to be really exciting for our city as we are at the start of a great journey - I look forward to working with all stakeholders to make sure it is a success.

Cllr James Calder

Convener - City of Dunfermline Area Committee

Introduction

The first ever Dunfermline City Conference brought together community and economic stakeholders to develop a coherent and robust vision for the future of the city of Dunfermline. Representatives from business, charities, community groups, sport and local agencies shared their ideas for collaboration and development to ensure that Dunfermline, as one of the UK's fastest growing cities, can fully meet the needs and aspirations of its residents and visitors, and can capitalise on opportunities to maximise potential in all areas of tourism, business, sustainability, community and inclusivity.

Collaboration and co-operation has traditionally been a key strength of communities in Dunfermline, evidenced by both the creative and heritage sectors and showcased in the successful city status campaign. The conference built upon this tradition to bring together local stakeholders to discuss what the future of Dunfermline might look like, and to set out what has to happen in order for the city and its constituent parts to ensure this vision becomes a reality.

This report summarises the contributions of those present at the event, providing a precis of the speaker presentations and the workshop discussions. Emergent themes that form part of a strategic vision for Dunfermline are identified, as well as the possible challenges that may be faced in fulfilling this vision.

The Conference

The conference was held at the Glen Pavilion in Dunfermline on 27 June 2023. The event was opened by the Leader of Fife Council, Cllr David Ross, who set out its aims: to give attendees an update on the work that has been undertaken since the achievement of city status; to afford the opportunity to discuss and contribute to the work that is ongoing to create a vision for the city of Dunfermline; and to provide an opportunity for key stakeholders in Dunfermline to network and discuss partnership working and ways to collaborate.

205 individuals registered to attend the event from across the public, private, political, charitable and community sectors. A complete list of registrants can be found [here](#). The audience consisted of a diverse mix of stakeholders, including but not limited to: Fife Council, Scottish and UK Governments, political representatives, community councils, local businesses, community groups and charities, churches, tourism bodies, heritage groups, sports clubs, health and social care partnerships, town centre partnerships, theatres and museums, colleges and universities.

The morning sessions consisted of speaker presentations and discussions, beginning with the Head of Business and Employability at Fife Council who set the scene for the day by outlining the work that has been undertaken to date by the council on the development of Dunfermline. There were then a series of stakeholder presentations and facilitated discussions. The afternoon session began with a presentation on Dunfermline as a smart city given by BABLE Smart Cities, followed by individual facilitated workshops.

This report summarises the main content points for each of the speaker contributions and the workshops, as well as highlighting emerging themes that should be considered in drafting a vision for the city of Dunfermline and challenges that were identified during the event.

Strategic Initiatives To Date

The Dunfermline City Conference marks the latest in a series of initiatives and events that have taken place over the past few years to ensure Dunfermline and its surrounding areas are vibrant, economically productive and sustainable locations for residents and visitors alike. The most high profile initiative in recent years has been the campaign for Dunfermline to become the eighth city in Scotland: a campaign that was successful when the late Queen Elizabeth II conferred city status upon Dunfermline as part of the Platinum Jubilee civic honours competition in 2022. The conferring of city status on Dunfermline has unlocked a series of tangible benefits, including access to additional funding sources and membership of the Scottish Cities Alliance, which will help Dunfermline to achieve its cultural, social and economic ambitions.

In 2018 the Dunfermline Heritage Partnership came together to audit the built heritage of Dunfermline, researching the heritage, assessing the built environment, engaging the community to describe their ambitions for Dunfermline and identifying an action plan to deliver on these ambitions.

The previous vision for Dunfermline was set out in the Local Community Plan 2019 - 2022, called Plan 4 Dunfermline. The plan highlighted the importance of promoting local assets and facilities to residents and visitors, ensuring that Dunfermline is seen as an attractive place to live and visit. The plan also highlighted the need to empower local communities to effect change within their local area and to rejuvenate the centre to transform it into a 21st Century Hub, as well as focusing on the need for improved transport links to provide better connectivity across Dunfermline. Accessibility within the town centre was identified as a challenge along with community integration, with a focus on peripheral housing developments and resultant demographic changes bringing about pressures on local services.

More recently, in 2022 the Greenspace Strategy for Dunfermline was launched, which recognises the crucial role that the greenspace has to play in ensuring a happy, healthy and sustainable future for the communities of Dunfermline by 2030.

These initiatives are backed by the wider Fife Economic Strategy 2017 - 2027 and Recovery & Renewal: Plan for Fife 2021 - 2024 work plans and forthcoming work on a Tourism Audit and Action Plan. The Dunfermline City Conference is designed to build upon the series of recent initiatives described above, from Design Dunfermline to the Plan 4 Dunfermline, the successful campaign for City status and the Greenspace Strategy. It brings together stakeholders working on local projects and involved in local communities to develop a vision that is appropriate for the new city, that is rooted in heritage and that looks to the future to anticipate challenges and to maximise opportunities arising from data-driven technologies.

Dunfermline in Context

Dunfermline is the newest city in Scotland and one of the fastest growing in the UK: prior to gaining city status, the town of Dunfermline had been one of the fastest growing towns in Europe. In 2021 the population of the City of Dunfermline was 59,584, up from 58,508 in 2020. 63% of the population is made up of working-age adults, with 18% older adults (over 65) and 18% children (under 16).

As well as being one of the fastest growing parts of Scotland, Dunfermline also has a relatively high employment rate of 80.4%, which is the highest rate in Fife and which compares with a Scottish average of 74.4%. The city has a relatively high level of educational attainment among its residents, with 52.8% of the working age population educated to NVQ4 or above, which is higher than both the Fife and Scottish rates. Furthermore, 93.1% of 16 - 19 year olds in Dunfermline are in education, training or employment.

With regard to local businesses, 89% of registered businesses are micro businesses employing fewer than 10 people. 19% of units within the town centre are vacant, a figure that has remained stable over the past few years, although the proportion of vacant floorspace has increased. Visitor figures continue to increase post pandemic, with a 75% increase between 2020 and 2021, but remain below pre-pandemic levels.

When it comes to health, 71% of adults living in Dunfermline regard themselves as having good or very good health, which is very similar to the national figure for Scotland of 72%. 18.5% of adults in Dunfermline provide an unpaid caring role, compared to a national figure of 17.3%, and 32% of adults in Dunfermline have a long-term limiting physical or mental health condition, compared with a national figure of 25%.

These statistics provide a useful context for the discussions held at the Dunfermline City Conference 2023 on creating a vision for the city of Dunfermline.

The Journey So Far

Gordon Mole, Head of Business & Employability, Fife Council

The conference opened with a scene setting presentation from the Head of Business and Employability at Fife Council, Gordon Mole. The city of Dunfermline needs to work out some of the challenges it faces in a smart and holistic way whilst ensuring sustainability. Residents, businesses and all those with a stake in the city are increasingly calling for people to work together to come up with the solutions to the challenges that those in the city will face. The wealth of the city also encompasses the wealth of its history, its heritage and communities, as well as economic wealth. The designation of the Forth Green Freeport will provide a range of opportunities which the city can harness going forwards.

With regard to visitors, a tremendous amount of work has been going on. There are a lot of digital and online marketing activities, a heritage partnership, representatives present from Cruise Forth, the Pilgrims Way, and a new strategic evaluation and action plan for Dunfermline.

The city is also an active place: Pittencrieff Park was Scotland's best park in 2019, with the Glen Pavilion sitting right at the heart of it. Everyone needs to think about how to maximise these fantastic assets that the city has. Stakeholders also need to consider how to plan for future generations: in 2030, the population of the city is projected to increase to 65,000 - ten percent more than in 2018. Indeed, before Dunfermline gained city status it was Europe's fastest growing town. The population is also getting older, so it is necessary to consider how to meet the challenges of these demographic changes going forwards. There is a huge amount already going on in this space to ensure that strategic growth is managed.

Regarding business infrastructure, Fife Interchange North is the largest programme in the Fife industrial investment programme. It will house innovation-ready businesses, ready to add to higher paid and higher

skilled opportunities for Dunfermline. Furthermore, over the past few years Fife Council, alongside Fife Cultural Trust, have invested significantly in cultural assets.

In summary, the priorities for Fife Council are:

- Build community wealth, indigenous growth, entrepreneurship model
- Ensure that everyone owns a stake in the city, using collective financial power to work for communities
- Make the best use of land and assets to benefit residents
- Continue to seek investment from Scottish Government and UK Government partners and others
- All underpinned by a smart approach

Dunfermline is rooted in entrepreneurship and philanthropy, and these key features are to be embedded in the new City plan, building on Dunfermline's many assets and for the benefit of all, in line with the philosophy of community wealth building.

Stakeholder Presentations

Ask not what your city can do for you, but what you can do for your city

Group 1: **David Cook, CEO, Dunfermline Athletic Football Club**
 Gillian Taylor, CEO, Carnegie Dunfermline Trust
 Michelle Sweeney, Director of Creative Development, ONFife
 Donald MacKenzie, Chair, Dunfermline & West Fife Local Tourist
 Association

David Cook, CEO, Dunfermline Athletic Football Club

The football club has a representative role for the city, but it is also a uniting role - bringing families and communities together. In its everyday work, the club seeks to connect local businesses, engaging their local supplier network in commissioning work, or providing a platform for them to network and reach new and existing audiences. The club recognises that it has the ability to inspire and change behaviour, particularly amongst the young. Through their everyday work, and through the Pars Foundation, the club is looking to be a positive influence in Education, Health & Wellbeing and encouraging participation in sports.

A bigger, more successful city is good for the club. Bigger population, and more successful businesses has a financial potential. The club wants the city to be more ambitious - be obsessed with getting better as a club, and as a city. They recognise the potential and want to play an active role in bringing the community together, increasing aspiration and delivering success.

To date, the club has not been good enough at maximising the benefit of the growth of the town, now a city. They are now very focused on improving the packaging of the match-day experience which will share the benefit of success, and attract more visitors of value in the future.

Gillian Taylor, CEO, Carnegie Dunfermline Trust

Carnegie was born in Dunfermline and left when 12 years old. He made his fortune in the Pittsburgh steel industry. His legacy to his home town is as significant today as it was when it was first gifted. However, the city should focus on the future, not the past, and recognise the potential for that legacy to deliver looking forward.

The Trust is committed to equality and wellbeing, demonstrating that commitment through a programme of grant giving and partnership working. Carnegie asked his trustees to be “ambitious and unique” - as appropriate for today as it was when he delivered that encouragement. Dunfermline should be a city that is smart, green, vibrant and caring. A pioneering city, ahead of its time.

Pittencrieff Park should be both a unique asset for the city, but also a destination attraction for those who visit here.

The city has strong communities, organisations who can work together collaboratively, and a rich, proud heritage. Andrew Carnegie would want us to weave those three strands into a modern, successful city.

Michelle Sweeney, Director of Creative Development, ONFife

ONFife aims to enrich lives across Fife, delivering cultural services on behalf of Fife Council. Major cultural investments like the Dunfermline Carnegie Library and Gallery stand as a gateway to the heritage quarter - the whole development has created local pride and ambition for more in equal measure.

Dunfermline is the oldest new city. ONFife’s vision is for a city that is recognised nationally and internationally as a cultural tourism destination. Dunfermline City will bring together the best it has to offer by great leadership and a robust and joined up planning framework. That framework should join together all the aspects of its future vision - cultural and heritage ambition, its sporting, learning and commercial objectives for the future. Establishing that framework should be a key outcome of the next stages of the Dunfermline City status project.

The new vision that is being created must be relevant to the needs of local communities and must genuinely engage the widest possible cross-section of the city’s population.

Dunfermline should be a confident new city, weaving together the best of all that it has, strategically planned, highly connected and relevant.

Donald MacKenzie, Chair, Dunfermline & West Trust Local Tourist Association

The LTA aims to raise the profile of the area’s tourism offer, and increase the economic benefits derived from that activity.

The area’s offer to visitors is diverse, high quality and growing, and there has been an increase in international visitors as a result of increased cruise ship numbers, which will be built upon further as planning continues on providing an improved link-up with the Edinburgh ports. One of the key requirements is an increase in the infrastructure required to support these visitors - parking, conveniences, charging points etc.

There are local websites and national portals that promote the city. However, the best means of reaching new visitors is through word of mouth and personal recommendation. The LTA has taken ownership of dunfermline.com to promote the tourism offer, partly funded by the local area committee's funding support. The LTA also works with social media influencers and bloggers who have brought wider reach and greater impact.

Group session 2: Ask not what your City can do for you - what can you do for your city?

Group 2: Reverend MaryAnn Rennie, Minister, Abbey Church
Anne-Marie O'Reilly, District Visitor and Community Manager, Historic Environment Scotland
Aileen Wright, Sew Yarn Crafty
Lindsay Gilfillan, Anti-Poverty & Community Wealth Building Project Manager, Fife Council

Reverend MaryAnn Rennie, Minister of the Abbey Church in Dunfermline

The Abbey Church is one of nine Church of Scotland congregations in Dunfermline. In addition there is a wide range of other Christian organisations in the city - something for everyone.

The Abbey Church congregation is close to signing a memorandum of understanding with Historic Environment Scotland and Fife Council in order to become the Heart of Dunfermline partnership. The aim is for the three organisations to work better together in promoting the city through the Abbey, Monastery and so on. The Abbey Church is willing to say yes to some of the things people expect them to say no to: many people felt it was a surprise that they said yes to hosting a Skids concert a few days ago and over time they want that kind of thing to be less surprising.

These days pilgrimage opportunities take many forms. As well as a spiritual space they hope the Abbey and Monastery can be a venue for other ventures, for music, art or events that improve wellbeing. Looking to the future, there are plenty of opportunities for more history to be created in the city. Dunfermline grew from the Abbey site; it is their intention to continue to inspire those who live here as well as those who visit.

Anne-Marie O'Reilly, District Visitor and Community Manager, Historic Environment Scotland

Historic Environment Scotland wants the historic environment of the city to make a real difference to the inhabitants' lives, to health, to culture and to the economy. They want the city's heritage to benefit everyone. The Abbey and Monastery are not just tourist attractions and buildings to protect for the future. Historic Environment Scotland's intention is to make the site part of the everyday lives of folk in Dunfermline.

The Heart of Dunfermline Partnership's memorandum of understanding is to cooperate better. The plan is *"to provide opportunities for mutual collaboration and the sharing of knowledge, experience, data and best practices to bring about a vibrant, welcoming safe space for locals and visitors alike and to serve the community, tourism and social change."* The hope is that it gives the three organisations more freedom to act, and reduces the amount of checking that has to be done before anything goes ahead.

Aileen Wright, Sew Yarn Crafty

Ms Wright came to Dunfermline in 2016 from Ireland and became an accidental business owner, but her approach to developing her business and networks across the city was defined by one simple belief - "if you don't ask, you don't get". Like any small business owner, she is involved across the business activity and the way it interacts with the wider city community. Her experience has been a positive one, getting help from others in the community and, whenever she is able, she offers help to others as well.

Over time she has learned where to go for help and has tried to make sure that people know that they can come to her for help as well. Her business has learned to evolve over time, and adapt to make the most of the local trading environment.

Her recommended approach to others was to be proactive in seeking support - in whatever groups or networks you are involved with, there is always help available. She finished by exhorting the attendees to build a brilliant city that everyone should want to live, work and do business in.

Lindsay Gilfillan, Anti-Poverty & Community Wealth Building Project Manager, Fife Council.

Each person at the conference is responsible for ensuring that everyone is involved in the journey the city is about to take. At the moment, especially for young people, the term "city" is just a title.

Referring back to the presentations from earlier in the day, it is clear that there are lots of great things about the city's green spaces and heritage. It is important now to collaborate to bring in and involve everyone in the city, particularly those who are disconnected from the current process.

Over the previous 6 months Fife Council has been trying to engage wider partners more broadly. Her department has been working with churches, for example, to provide safe and warm spaces over the winter in the cost of living crisis. Those situations often allow conversations with people from under-represented communities that can help bring them into the discussions now being had.

Dunfermline also now has a youth work forum, aiming to engage the city's young people in discussing what they would like to see happen in Dunfermline, and to shape the future of the city too.

During Group Session 2, two videos were shown to the conference, in which adults and young people were asked what city status for Dunfermline meant to them. The video featuring the young people can be found [here](#) and the video featuring adults [here](#). A summarised transcript of their answers is provided below.

Adults:

- It'll bring more visitors from abroad, more industry will come in, more shops. It'll make Dunfermline a major point of interest in Scotland.
- When I looked at the history I always believed Dunfermline's a city, but it's nice to have that seal of approval, to be officially given that status.
- It doesn't make that much of a difference to me, but it's nice to get the status.
- I hope it'll bring a positive change, that we'll think in a more strategic way and if that means those who need help get that help then that'll be a really positive thing.
- I think we'll get more help from the government.

- It needs to be something we're proud of. It needs to be that Dunfermline is not just a place that people from Edinburgh move to because the housing's cheaper.

Young people:

- I think it'll increase the population.
- I think it'll mean more shops and that the city centre will get cleaned up.
- It makes Dunfermline more important, and it's an opportunity to improve the place.
- There'll be more houses, more jobs, and more people.
- When it's a city more people will come and more money will be spent here.
- I think it won't affect my future but it may affect other people's futures as there should be more opportunities and new hospitals here.
- We need more activities for young people. We live in a time of rugged individualism and we need to pull together better as communities (youth worker).

The Scope for Dunfermline as a Smart City

Peter Griffiths, Global Urban Futurist, BABLE Smart Cities

The afternoon session of the conference began with a presentation on what it is for a country, region or city to be "smart" and an introduction to what will be needed to make Dunfermline "smarter".

The EU definition of a smart city is one where traditional networks and services are made more efficient with the use of digital solutions for the benefit of its inhabitants and business.

BABLE Smart Cities have already been involved in workshops with various stakeholders from Dunfermline and around Fife. In those workshops it was clear that many people and organisations were already doing some things in a "smart" fashion, but this is not currently integrated in ways that could help others doing similar things. If that can be done safely and appropriately, then benefits would start to be seen; for example, with labour markets close to full employment, unlocking and redistributing key skills is vital. If transport data can be linked to other datasets, things work better and more smoothly.

The city is at the beginning of a "smart" journey that, if done well, could have a ripple effect across Fife and perhaps the country.

Data is the key component of that journey. The kind of data of particular interest is information on where people are, what they are doing, when and how regularly they are doing it, and how much they are spending. What needs to be done next is to plan the ways to gather that data, to refine it so it adds understanding, to share it with other organisations to whom a particular dataset is useful while always ensuring that people's personal information remains secure. The "smart" part is creating and constantly improving the resultant data feedback loop in order to improve the systems.

The big changes happening in urban societies at the moment:

- Digitalisation and the introduction of more artificial intelligence into our lives
- Ways to make transport more efficient, safer and greener
- The future of work, including whether we need to go out to work and increased automation

- The fact that we are all living longer, and the ways that fact interacts with work and technology
- The ongoing energy transition from fossil fuels to renewables

Dunfermline is at the first of four stages in the process of becoming a smart city:

1. Policy stage: the vision is created, the various stakeholders get engaged in the process, and data audits are undertaken.
2. Organisation stage: setting out the roles and responsibilities of who collects, analyses and feeds back on the data.
3. Data Governance stage: creating models to manage and govern the data.
4. Infrastructure and Interoperability stage: creating the data gathering and data management infrastructure whilst ensuring data security for all involved.

Suggestions on how to developing the smart city vision for Dunfermline:

- Create a framework to clarify goals and expectations.
- Ensure external governance to define the responsibilities of stakeholders, and to create frames of reference for data use and management.
- Recruit and train skilled people and ensure they are aligned with the strategic vision.
- Focus on the security and privacy aspects of the smart projects.
- Be willing to make mistakes but ensure there are clear objectives.

The next steps for the city:

- Find Dunfermline's needs and work backwards to define the projects needed to create solutions.
- Develop a framework to strategically capture benefits across disconnected projects.
- Document the projects to help inform future decision making.
- Think about a lighthouse project, one that inspires, can be replicated, can spread and can demonstrate feasibility.

Workshops

The conference was intended to gather and take forward the best ideas from all around Dunfermline, so one of the most important aspects of the day was the workshops. On the day, the attendees were each asked to choose two of the five workshops below to contribute to. Each workshop ran twice, for half an hour each, allowing time for discussion and/or for suggestions to be collated. Each workshop had a facilitator identified, and a team was on hand to record, transcribe and later summarise what was said.

WORKSHOP 1 - Why Dunfermline's Tourism Action Plan, Culture and Events are important **Facilitated by: Hilary Roberts (Tourism Manager, Fife Council) and Caroline Warburton (Destination Development Director, Central and North East, VisitScotland)**

Format: This workshop mixed verbal discussion and written note-taking. The end product were large sheets of paper with post-it notes stuck to them, onto which were written the attendees' answers to three questions. Those answers have then been summarised and sampled as detailed below.

Summary: Attendees were asked to discuss three questions:

1. What three words would you use to describe Dunfermline?
2. What are Dunfermline's three best assets?
3. What should the ambition for tourism be? (If there were no barriers, think of one thing you would like to see in Dunfermline that would boost the visitor offering in the City.)

The workshop was to ask attendees how to make the city as appealing as possible to visitors, without diminishing its appeal for the inhabitants. "Vibrancy" was one of the key recurring words used in descriptions of the city and is clearly something attendees want to maintain and build on. The conversations and suggestions in the two workshops fell into a number of broad topic areas.

1. The attractions, the things that will bring people to the city. Many people mentioned the city's history in this context, for example the Abbey and the royal connections, and expressed a desire to improve the experiences that visitors get. A couple of attendees were looking to the future by suggesting a big new visitor attraction - a strategic investment. A number followed up on the "smart city" theme and suggested developing a single city identity that is professionally marketed online and includes all the attractions and positive features of the city. The intention would be to inspire and inform visitors of their choices before they come.
2. Transport. A number of people were keen to see better active travel infrastructure into and around the city and feel that would help visitors as well as benefit the inhabitants. There was at least one contribution stressing the need for the railway station to be better connected to the city centre. One attendee suggested creating a specific plan to encourage more day visitors from Edinburgh to exploit the excellent transport links between the two cities.
3. City planning. A couple of attendees suggested pedestrianising areas in the centre of Dunfermline and encouraging cafe culture on the streets. There was a suggestion that the city needs more hotel beds including a boutique hotel. The other thing that was mentioned by a number of people was the need to find productive uses for the vacant buildings in the city centre. One suggestion was to create a "Dunfermline Experience" in one of them, similar to Jorvik in York. Another suggestion was to make some of the vacant buildings into hostels for visitors. There was also mention of the creation of a children's fun park.

4. The arts. Several attendees mentioned how important the Alhambra theatre is to the city, a couple suggested a big annual music and arts festival could be hosted in the city and one thought that a big “Kelpies”-style sculpture (perhaps at the junction of the M90 and A92) would help bring people in.

Comments: Below is a representative sample of some of the ideas people wrote down on the day.

- We need to capitalise on the city’s USP as Scotland’s ancient capital, embracing strong storytelling. Dunfermline Abbey reimagined - mediaeval recreation and a state of the art St Margaret visitor centre. (Equivalent of *Yorvik* visitor centre in York)
- Be honest about history and heritage warts & all (“Horrible Histories” style). Include all languages and cultural influences
- Cycling infrastructure would benefit from improvement. Make it a pedestrianised and cycling city
- Need to decide what type of visitor it’s hoped the city can attract - and how we want them to feel when they visit. Also, how do we want tourism to support our community rather than the community supporting tourism?
- Need to improve the look of the city centre by dealing with derelict and empty buildings. How can action be taken against absentee landlords?
- Have a European approach to café/pub nightlife. (perhaps close off Bridge St to create café culture down to Glengates. Maybe Bruce St as well, like Ashton Lane in Glasgow)
- Events and festivals have an important part to play in attracting people back into the city centre, perhaps Dunfermline's own T in the Park incorporating Glen/Abbey/Theatre and music/comedy/culture
- Plant flowers all around the city

WORKSHOP 2 - Why City Centre businesses matter & what they contribute to the City

Facilitated by: Sunil Varu, Economic Adviser, Fife Council

Format: This workshop was carried out conversationally. The audio was recorded and a team listened back to pinpoint the key themes and individual points made during the two half hour sessions.

Summary: The workshop focused on Dunfermline’s city centre retail and service sector businesses. Attendees talked about the current business and local economic climate, and suggested opportunities for improvement.

Discussion looked initially at the need for coordination between individual firms following the ending of the Business Improvement District a few years ago. There are bodies that represent groups of retailers (Pubwatch, Totally Locally Dunfermline, Dunfermline Heritage partnership) but the feeling was expressed that more could be done - given that these groups do not have very large memberships, so collaboration and joined-up thinking is not always there.

Thereafter, the discussion was thrown open to the floor. There was a lot of conversation about how best to gather data on footfall and spend, there was mention of the level of business rates and the perception that they are a reason new businesses are not opening premises in the city centre. A couple of attendees suggested buses from the outskirts into the city centre are prohibitively expensive, and that the new housing estates being built on the edges of Dunfermline make that an even more pressing issue. There was

also a conversation about “destination shopping” revolving about Edinburgh’s new St James Quarter, which included a recognition that it may be hard for Dunfermline to replicate that.

Comments: Below is a sample of some of the things people said on the day.

- We need to learn from Kirkcaldy and Falkirk. In both, the expansion of retail on the outskirts killed the town centres dead.
- The current number of vacant premises is hugely off-putting to those coming to the city centre.
- High business rates are making it difficult for new retailers to come to the city centre, despite a recent drop in rents.
- High end shops are doing ok, discount shops are doing ok, it seems to be the mid-price shops that are struggling.
- Buses from the outskirts of Dunfermline cost too much (£4), and that prevents locals coming into the centre of the city. That is only going to get worse with the new houses that are going to be built all round town.
- We need better transport generally.....so a park-and-ride operation, better buses and better active transport infrastructure.....so that getting people to, around and away from Dunfermline is simple, efficient and cheap.
- If you want to appeal to young people you need to focus on music, gaming, sports, and group activities.
- Kids who are 12 and over now have bus passes that can get them into town for free, so what can we offer them in the city centre other than sports clothing shops.
- Better communication with Dunfermline Athletic football club would help get people from the ground into the city centre and spending money.
- Can we establish better data collection of who is coming into the city centre, when they are coming, how long they are staying and how much they spend?
- To get tourist footfall you need to market the city. Dunfermline.com is already operating and is soon getting some money to market the city better. The historical heritage is there. Can you introduce bus tours going round the city?

WORKSHOP 3 - Why a healthy, active and inclusive city is important

Facilitated by: Jacquie Stringer, Locality Planning Coordinator, Fife Health and Social Care Partnership

Format: As with workshop 1, workshop 3 involved verbal discussion and then attendees’ thoughts and suggestions were written on post-it notes and stuck to large sheets of paper. A team later summarised and sampled those thoughts and suggestions in the sections that follow.

Summary: Two questions were asked of the attendees in this workshop:

1. “What do we need to create a healthy, active and inclusive city?”
2. “How can you/your organisation contribute to Dunfermline being an active, healthy and inclusive city?”

As with Workshop 2, a lot of the suggestions centred around the creation of an affordable and easily accessible transport system, and in this workshop there was a greater emphasis on active transport, in particular making it easier and safer for people to walk and cycle around the city. There was recognition that

Dunfermline has many wonderful green spaces, but several contributors felt that not enough is made of them and that they can be signposted better. There was recognition that *“healthy, active and inclusive”* means different things to different people.

Several attendees discussed the concept of inclusion, which they said requires what they described as genuine community engagement, as well as a requirement to deliver services where people are, rather than people having to seek out services. It was also felt that a simple and universal way to encourage volunteering across the spectrum of sporting, community and charitable organisations in the city would be a big step forward.

Once again in this workshop, there was concern about a lack of youth representation - and discussion of the opportunities that need to be created to assist young people to participate.

Comments: Below is a sample of some of the ideas people wrote down on the day.

- We need affordable, accessible transport (including the promotion of active travel where possible...and ensuring it is safe i.e. street lighting)
- We need to ensure all communities feel visible and valued. Genuine community engagement is vital for the city’s future, including better engagement with marginalised communities.
- We should better signpost outdoor green space and all the things that people can do there.
- In terms of inclusion, we should be delivering services where people are, rather than people having to seek out services.
- For a city to be called a city, it needs an A&E - Dunfermline does not have one. This is a big issue - especially when considering the projected population growth.
- What opportunities can be created to include young people in what we do in our new city, to participate in local democracy and to build a future for themselves in Dunfermline? We need to give them a sense of belonging and civic pride - and to do that they need to feel empowered and excited about their own future prospects.
- There is a lack of connectivity between organisations, those who might volunteer and resources. We need better resources, both physical and online, to gather data and to encourage opportunities to volunteer time and skills. There are many people who have retired early and who are keen to volunteer and build community. That has begun recently through social workers and GPs (the social prescribing model) but more needs to be done.
- The success of the warm spaces projects around Fife over the winter is a good example of when people and communities have come together to help each other.
- Employment and the work environment is vital - people need something purposeful to do, and enjoy/be fulfilled by a worthwhile job.
- Many people still do not have the IT tools/skills or internet connectivity to thrive in cities today. These tools need to be made more widely available.
- There needs to be a broader sense of corporate responsibility when it comes to service delivery.
- We need to develop systems so that every organisation can learn from other similar organisations....and perhaps work together!

WORKSHOP 4 - Why enhancing and sustaining our beautiful city for future generations and liveability is important

Facilitated by: Kevin O’Kane, Greenspace Partnership Officer, Fife Council and Jean Hall-Muir, Greenspace SCIO Member

Format: This workshop was conducted using a presentation from Kevin O’Kane, greenspace partnership officer at Fife Council, and Councillor Jean Hall-Muir, a member of the Greenspace Scottish Charitable Incorporated Organisation followed by a few minutes of questions and answers.

Summary: The workshop aimed to talk through the current city plan in terms of green spaces, and to discuss whether there should be other projects, organisations or suggestions that should be added to it. This workshop was almost unanimous in its desire to encourage people out into Dunfermline’s green spaces by making them easier to research online, making them easier to get to, ensuring they are attractive to all generations and by making sure that the new housing developments that are planned around the city also have easy access to well-maintained green space. There was discussion of making the city a leader in the ways its green spaces are maintained and connected (a potential lighthouse project).

Comments: The ideas that attendees contributed during this workshop included:

- One of the key things is to connect the current green space projects up, including a link with active travel in particular. It is a small city, cycle paths should be easy and could become a lighthouse project for the city.
- We can make more of walking trails - the Pilgrim Way, Witch’s way and Carnegie’s way. A QR code on signs telling the stories behind the trails would make for interesting extra interactivity for families as they go round.
- QR codes on walks/tourist attractions not only gives the user access to history and stories, it also gives Dunfermline a data-gathering opportunity. It would provide analysis of the people who are visiting Dunfermline (or who are finding out about their local history and culture).
- We need to be careful with current and future housing developments.....we need to ensure we include green spaces and active travel in order to keep our city connected and appealing for ourselves and future generations.
- We can look at connections to the US through Carnegie and/or to Europe. More and more American movie studios are coming to Scotland. Can we get them involved in our history in the same way that “The Da Vinci Code” helped Rosslyn Chapel? There are also connections to Europe with St Margarets and Dunfermline Abbey. The EU can help fund projects.
- The collaborative approach that has been brought in by Dunfermline Green Space Forum recently has been a huge step forward. It is early days for the Green Space project but it is doing well. They are becoming partners with lots of charities and projects around the city. The Forum is also keen to organise sharing of volunteers, events and so on.
- Covid taught us how important green spaces are. They are places where we can help support each other. If those spaces thrive then the people thrive.
- It is not just celebrating the good things we already have...we need to make the green spaces in the city more accessible for everyoneand to connect them all together better.

WORKSHOP 5 - Why strong, empowered, and connected communities matter

Facilitated by: Lindsay Gilfillan (Community Wealth Building & Anti-Poverty Manager, Fife Council) and Shirley Melville (Team Manager, Community Development, Fife Council).

Format: Workshop 5 involved verbal discussion and then attendees' thoughts and suggestions were written on post-it notes and stuck to large sheets of paper. A team later summarised and sampled those thoughts and suggestions in the sections that follow.

Summary: In workshop 5 attendees were asked to consider two questions.

1. "What creates community empowerment?"
2. "What can I do to help foster community engagement?"

Discussion centred on four themes.

- Getting all communities and demographics to engage, which involves the need to use many languages and methods of communication.
- The city needs a forum (or forums) which encourages community and third sector organisations to work together rather than in silos, and which promotes a culture of mutual respect. That would also encourage the spread of knowledge about where to go in order to ask for funding or to pass on ideas and feedback. Fife Council, the Carnegie Dunfermline Trust and others can provide grant funding for projects if people know where to go and how to go about asking.
- It was felt that having an emphasis on bringing young people into conversations (and ensuring that what you are planning is attractive and wanted by young people) is an important facet of anything the city does. That emphasis typically then brings in parents and grandparents, which therefore encourages a multi-generational aspect to the community work being done.
- There was much discussion of creating events that engage communities and bring people together, but that this process requires smart thinking. One suggestion was to start with finding "where the energy is" in the community for any particular event and then ensuring it is attractive to others too. It could be piggybacking on national events that have local resonance, creating a brand new event in a particular Dunfermline community or supporting cultural or religious festivals. Another comment pertinent to this theme was that the city should be funding and supporting initiatives that fill gaps and that help to ensure that all are engaged in what the city's becoming.

Comments: Below is a sample of some of the ideas people wrote down on the day.

- The trick is to get all groups in communities to engage and contribute. Getting to "hard to reach" groups. Many different communication methods are required to ensure every group is heard. Each needs accessible and relevant information on what's planned.
- A big obstacle is different community organisations and charities working in silos. Bringing those organisations together to collaborate is key, and then promoting a culture of mutual support.
- Youth work.....involving the next generation is vital as you then bring in their parents and sometimes grandparents too. Smart collaboration with educational establishments is key here.
- Avoid tick-box exercises!
- Ensure you do not forget gender-based concerns. Make space for girls!
- Go where the energy is (in the community for particular events)
- Always capture the voice of lived experience in service design and delivery.
- Signpost activity in many ways...leaflets, posters, online, social media etc.
- Create an avenue and/or portal for discussion of plans so all can join in.
- Encourage volunteering.

- The Glen can be used as a community space.

Emerging Themes

WORKSHOPS OVERVIEW

In conversation with: Gordon Mole (Head of Business & Employability, Fife Council), Cllr James Calder (Convener City of Dunfermline Area Committee, Fife Council), and Jim Metcalf (Principal, Fife College)

The closing discussion panel had circulated across the workshop sessions to get a sense of the conversations and contributions being made. It was recognised that the significant turnout for the city conference had been a major success in itself, but the contributions made by everyone at the workshops had been both positive and helpful. The panel, in discussion, drew out some consistent themes during the day, and those themes will be hugely helpful in informing the future vision for the City.

A. Reaching the whole community

A common theme expressed in a number of the presentations and workshops was the need to ensure that all constituent elements that make up the population of Dunfermline are engaged in the work being done to create a vision for the city. As highlighted by Peter Griffiths of BABLE Smart Cities, cities are all about concentrating people, activities and ideas. Lindsay Gilfillan of Fife Council emphasised that those involved in the work on a vision for the city have a responsibility to ensure that these people, activities and ideas are involved in the process, which will help to improve community cohesion. It was clear that particular emphasis needs to be given to reaching out and engaging with three particular groups:

- young people - a sentiment expressed repeatedly throughout the day, which has a secondary benefit of piquing the interest of parents and grandparents in the work;
- disaffected and hard to reach groups, which will require a range of communication methods beyond the traditional, and which means employing the full range of languages spoken by communities in Dunfermline;
- individuals in our society who are already undertaking good work and/or have ideas to contribute, described as “finding where the energy is”.

It was recognised that there was an overwhelming pride in the city that could unite all parts of the community in being a part of the City’s future journey.

B. Coordinating existing activity

There was wide recognition that there are many examples of excellent work being undertaken within Dunfermline, but the city would benefit from improved coordination of what is already happening. The collaborative approach of the Dunfermline Greenspace Forum in bringing together charities and projects working on sustainable initiatives throughout the city was mentioned as an example of positive coordination. In addition, the creation of the Heart of Dunfermline partnership by the Abbey Church, Historic Environment Scotland and Fife Council was cited by speakers as an example of coming together to better promote the historic assets of the city. The need for a forum to bring together community organisations to work together, rather than in silos, was a key theme of one of the workshops and would aid better coordination of third sector activity in the city, as well as enabling these organisations to have greater access to the new sources of funding available to them as a result of the new city status.

C. Securing the benefits of growth for Dunfermline

It was widely recognised by stakeholders that the continued growth of Dunfermline brings challenges as well as opportunities. These demographic changes need to be factored into plans for the city for the future. With a higher than average rate of people with caring responsibilities, as well as people with long term limiting health conditions, it is important that the city of Dunfermline ensures fairness for all those living in it as it continues to grow. This involves spreading economic growth, ensuring affordable space within the city and job creation. The new Forth Green Freeport, encouraging a range of quality, independent retailers and seeking a major hotel chain or a high quality boutique hotel will all bring economic benefits for the city. The overall approach needs to ensure that the city's growing scale and its livability are not in contradiction with each other.

D. Building a smart city

The need for smart solutions to the issues affecting the city of Dunfermline was a key theme of the conference. As stated by Peter Griffiths of BABLE Smart Cities, there is no doubt that there are already many people in Dunfermline who are trying to bring about smart ways of improving the lives of people in the city, and the emphasis needs to be placed on bringing together this work in ways that can benefit greater numbers of people living in the city. Gathering data on how people travel to and within the confines of the city will enable better decisions to be made about the affordability and availability of transport connections. Using smart data to create events that will engage people and bring them together can help with a sense of belonging. Furthermore, the importance of ensuring digital inclusion for all, such as providing free broadband within the city centre, was recognised.

E. Developing the tourism offer

A prominent theme was the need to build upon the USP of Dunfermline as Scotland's ancient capital. Indeed Gordon Mole of Fife Council highlighted that the wealth of the city is not just about economic wealth but goes beyond this to include the wealth of its history and its heritage. Gillian Taylor of the Carnegie Dunfermline Trust emphasised that Andrew Carnegie would want the rich, proud heritage of the city of Dunfermline to be a key strand of a vision for the city. The conference heard of the extensive work already being done in this space, such as a range of marketing activities including dunfermline.com, increased cruise ship numbers and the heritage partnership. In considering the need for the development of the tourism offer to be a key element of the vision for Dunfermline, Donald MacKenzie of the Dunfermline & West Trust Local Tourist Association highlighted the need for improved infrastructure to support an increase in visitor numbers: parking, conveniences, hotel accommodation, and electric vehicle charging points. Overall, the historical offering from the city had the opportunity to be exploited in a way which was the foundation of a thoroughly modern 21st century Scottish City.

F. Making better connections

The need for improved transport links to provide better connectivity across Dunfermline was another theme commonly expressed throughout the event. Accessibility within the town centre itself was identified as a challenge, with one stakeholder referencing the need for improved transport between the railway station and the town centre. Furthermore, the need for improved transport to and from the outskirts of the city was frequently raised in the workshops; a factor that is likely to become more important with the increasing number of peripheral housing developments. Peter Griffiths emphasised in his presentation that the area of transport connections is one that is ideal for smart solutions, as transport data can be linked to other datasets to ensure that things work more smoothly e.g. buses are timed to coordinate with when most people want to travel on them, ensuring that transport within the city is more efficient and greener. The

theme of better connections also incorporated active travel, with a number of attendees raising the need for better active travel infrastructure into and around the city.

G. Promoting a city to enjoy

This theme was frequently voiced in different ways, but encompasses the need to build upon the existing cultural, arts, sporting and festival offerings in the city to ensure that more people can benefit. Indeed David Cook of Dunfermline Athletic Football Club spoke about the desire of the club to play more of a role in maximising the benefit of the growth of the city, and Michelle Sweeney of ONFife spoke about cultural investments creating ambition and pride for the people of the city. Pittencrieff Park was mentioned by a number of contributors as being a fantastic asset for the city, alongside Alhambra Theatre and the numerous festivals that take place in Dunfermline throughout the year.

H. Embedding sustainability

The importance of the role of the greenspace in ensuring a happy, healthy and sustainable future for the people of Dunfermline was highlighted by a number of speakers. There was recognition that Dunfermline has many wonderful green spaces, and the creation of the Dunfermline Green Space Forum was welcomed, but several contributors felt that not enough is made of the existing green spaces, and there is potential for better signposting. More people could be encouraged to go out into the city's green spaces by making them easier to research online, making them easier to get to, ensuring they are attractive to all generations and by making sure that the new housing developments that are planned around the city also have easy access to well-maintained green space.

15th August 2023

Agenda Item No. 8

Area Housing Plan

Report by: John Mills, Head of Housing Services

Wards Affected: Ward 3 - Dunfermline Central, Ward 2 – Dunfermline North, Ward 4 – Dunfermline South

Purpose

The report seeks area committee approval for a revised area housing plan which sets out area performance, service delivery and highlights key housing issues following consultation with key stakeholders.

Recommendations

Members are asked to consider and approve the Dunfermline Area Housing Plan for 2023 – 2026.

Resource Implications

Work is taking place within agreed HRA local and capital budgets.

Legal & Risk Implications

There are no legal / risk implications arising from this report.

Impact Assessment

An EqIA Checklist is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

An online consultation form was developed and shared with key stakeholders from 10/04/23 - 18/06/2023.

Identified key stakeholders

- 8 x Tenants & Resident Groups
- Fife Federation of Tenants & Residents Associations
- Elected Members
- Community Councils
- People & Place Leadership Group
- Tenant Participation Team social media to target local tenants & residents
- Safer Communities social media to target local tenants & residents

- Our Dunfermline Fife social media to target local tenants & residents

1.0 Background

- 1.1 The Council has a vision to create a fairer Fife where all residents live good lives, make informed choices and have a sense of control so that they can reach their full potential and where all children are safe, happy and healthy. At the heart of the Plan for Fife is the aim to reduce inequalities and to promote fairness in everything that we do. It is recognised that having a fairer Fife will benefit everyone. Housing Services, as the largest landlord in Fife, can improve the lives and opportunities of its tenants through effective neighbourhood management and community led improvement initiatives.
- 1.2 The Area Housing Plan shows how we work with partners and local communities to improve housing services in the area. Tenant and residents have told us their concerns and issues where they live and together, we have identified what we can do to address these issues. We have looked at how well we are doing managing our homes to prioritise which services we need to improve.
- 1.3 The plan links into different policies and strategies across Fife including; Plan 4 Fife, Local Housing Strategy, Plan 4 Dunfermline, Local Community Plan, Area Lettings Plan and Pathway to Improvement.

2.0 Development of the Area Housing Plan

- 2.1 The previous Area Housing Plan covered the period 2017-2019. Since then, we have lived with the restrictions of the coronavirus pandemic which included our inability to have meaningful consultation to inform our Area Housing Plan and the production of a new Plan would have been difficult during this time of uncertainty.
- 2.2 In order to consult with our communities for this new Plan, we developed an online consultation form to gather the views of key stakeholders. We asked people what the three main housing issues are in their opinion and for any ideas that would help in addressing these issues. This was widely publicised, we received 79 responses.
- 2.3 Tenant participation is a key part of our housing strategy. Being part of organised groups gives our tenants and residents a greater voice when talking about local issues. The number of tenants and residents groups is increasing in Dunfermline and these groups will be consulted regarding any identified issues with their areas.
- 2.4 We also consulted separately with elected members and used ongoing communications with Community Councils to gain an understanding of what was important to the people they represent in the communities. The Local Issues Action Plan (Appendix 1 of the Area Housing Plan) has been developed as a result of this consultation and feedback. Updates on the Local Issues Action Plan will be given on request at Ward Meetings and annually at Dunfermline Area Committee ensuring Housing Services are held accountable for the local issues identified.
- 2.5 The Area Housing Plan highlights performance and states 75.5% of tenants in Dunfermline Area are satisfied with the overall service provided. 70% of tenants are satisfied with the management of their neighbourhoods. Through actions in our Local Issues Action Plan, we aim to increase these satisfaction rates.
- 2.6 Over recent years, in Dunfermline, the Council has delivered Affordable Housing in Duloch, Abbeyview and Kingseat. We have linked in our Strategic Housing Investment Plan to give readers the opportunity to explore potential new builds sites across Fife.
- 2.7 We have highlighted the role of our investment programme and our intention to continue to invest in our homes. Investments include; kitchens, central heating, bathrooms, roofs, rewiring, smoke detectors, secure door entry systems, structural works, electrical testing and external walls.

3.0 Local Issues Action Plan

- 3.1 The consultation highlighted the need for more affordable housing in Dunfermline Area and we will provide an update to the Area Committee on planned new build projects for Dunfermline, the number of properties purchased through our Property Acquisitions Policy and the number of properties released through our Best Use of Stock process.
- 3.2 The consultation highlighted the need for additional parking as a key housing issue. During Estate Walkabouts we will identify areas that could be reprovisioned to parking, such as unused garage sites. This will be completed in conjunction with local residents.
- 3.3 Condition of estates was identified as an important housing issue. We are committed to carrying out more estate walkabouts so that we can work together with the tenants and residents to identify further issues that they feel are important to address.
- 3.4 The Action Plan also identifies energy efficiency as an area of concern. We will work with tenants encourage uptake of component replacement schemes and will refer any tenants in Fuel Poverty for assistance.
- 3.5 We will also work in close partnership with the Private Sector Team to consult with communities within the City Centre on a factoring service in shared ownership blocks, as maintenance of these areas has been highlighted as an issue.

4.0 Conclusions

- 4.1 Through the Area Housing Plan, we have identified local issues and have set out an action plan to highlight / address these. This is intended to encourage member scrutiny of our work to address those concerns and demonstrate improved outcomes.

List of Appendices

1. Dunfermline Area Housing Plan 2023-26

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Area Housing Plan - Dunfermline 2023-26



Welcome to the Dunfermline Area Housing Plan.

We have produced a Housing Neighbourhood Plan with our customers for each of the 7 Areas in Fife, and this is yours, covering;

Dunfermline City, Wellwood, Townhill, Crossford, Halbeath and Kingseat.

Our aim is to provide everyone with access to good quality, affordable decent housing that meets their need and aspirations.

The purpose of the Area Housing Plan is to show how we work with partners and local communities to improve housing services in the Area.

You told us about your concerns and issues where you live, and together we have identified what needs done.

We looked at how well we are doing managing your homes to prioritise which services we need to improve.

We work closely with tenants, residents and elected members. **We included your ideas in our finished plan where we could. The Housing Neighbourhood Plan was approved by Dunfermline Area Committee on**

The diagram below shows links between this aim and the strategies, policies and plans supporting it.



1 - The plan contributes to the [Plan4Fife](#), which is a 10-year plan, putting fairness at the heart of everything we do, bringing services and communities together in new ways.

We also have a [Dunfermline Local Community plan](#), which outlines areas of focus.

Tenants and residents are interested in how we allocate our homes. We are in the process of developing Local Lettings Plan, which will provide more allocation information at a local level.

Housing in Dunfermline



Stock April 2023



The above information is provided for Fife Council Stock only. You can use our new [property map](#) to see the areas where the Fife Housing Register partners have properties.

This map will let you know the number of properties that we have in each area so that you can make an informed decision about your preferred areas of choice when you submit your Fife Housing Register application.

Allocations 2022/23



Letting Plan

Our annual Letting Plan sets out the profile of properties we expect to become available over the following year and how we intend to distribute those properties between different groups of applicants. These include:

- Homeless
- Transfer
- Waiting

Managed Tenancies 2022/23



Anti Social Behaviour

Our Anti Social Behaviour policy sets out our approach for managing antisocial behaviour in Fife. We aim to provide a firm and fair approach to tenants (including their family members and visitors) who do not comply fully with the terms of their tenancy agreement, so that all residents can enjoy their homes free from [antisocial behaviour](#).

New Builds

Over recent years, in the Dunfermline area of Fife, the Council has delivered affordable homes in Duloch, Abbeyview and Kingseat.

Our Affordable Housing Programme is one of the largest in Scotland. We currently have 2,700 new build homes throughout Fife. Our target is to build at least 1,200 more by 2024.

We provide access to much needed new homes for our tenants and housing applicants. Together, we are delivering modern, fit-for-purpose, energy-efficient homes. New-build council homes benefit current tenants and generations to come.

You can find out more about what is planned in Dunfermline by viewing our [Strategic Housing Investment Plan projects](#).

Investing in your home

Over the next 2 years we will continue to improve our existing homes to meet the expectations of our tenants. These include:

- Kitchens
- Central Heating
- Bathrooms
- Roofs
- Rewiring
- Smoke detectors
- Secure door entry
- Structural works
- Electrical Testing
- External Walls

Rate your estates: What we found

We compared our housing in Dunfermline with the rest of Fife, and with other landlords in Scotland. This showed what our neighbourhood priorities should be.

Housing stock turn over, has slowed with a reduction of council owned properties turning over in the last year. Most of the area is in relatively high demand, making access to affordable housing more difficult for those in housing need. We have difficulty allocating properties in very specific areas where there is low demand.

Housing Options Officers work hard to meet a range of housing needs providing a balance of allocations to existing tenants, those who are homeless and applicants on the waiting list.

Our tenants need more assistance with support in sustaining their tenancies with money advice and fuel poverty advice. Rent arrears are still an area of concern. The cost-of-living crisis and economic uncertainty which is making it difficult for some households to pay basic bills or access benefits.

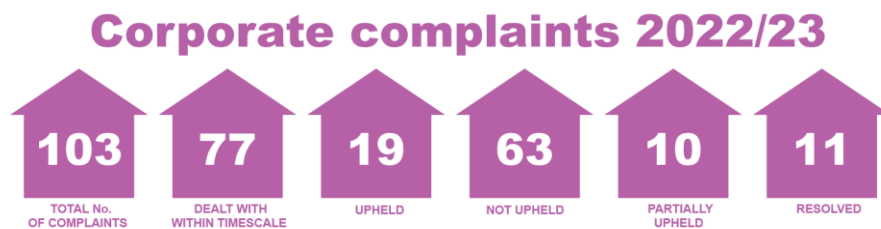
There is a Fife wide commitment to achieve the highest possible standard of housing through programmes to replace kitchens, bathrooms, windows, doors etc.

There is a significant shortage of 4/5/6 bedroom homes in Dunfermline.

Rate your estates: What you told us

We have carried out estate walkabouts, spoken with local Councillors and tenant groups where this has been possible, listened to customer comments and complaints and by investing in our patch-based officers we are talking to customers more directly about estate issues and matters which directly affect our customers. We have incorporated specific issues brought to our attention into an Action Plan.

Corporate Complaints received in Dunfermline during 2022/23



Housing Complaints are handled in accordance with [Fife Councils Complaints procedure](#) and should in the first instance, be investigated locally.

Complaints are a valuable source of information about our services, which can help to identify recurring or underlying problems.

We use complaints to make improvements to the way we deliver services, this can be through training and development or changes to policy and procedures.

The top 5 reasons for all complaints in Dunfermline (with numbers of complaints) were recorded as follows;

Top 5 reasons for all Complaints YTD 2022/23

Complaint Reasons

Dissatisfaction with policy / current delivery arrangements eg timescales, priorities, criteria

19

Unsatisfactory response to previous complaint / request for service / enquiry / reported fault

11

Inappropriate staff attitude / behaviour

8

Poor communications including lack of notice, consultation & engagement

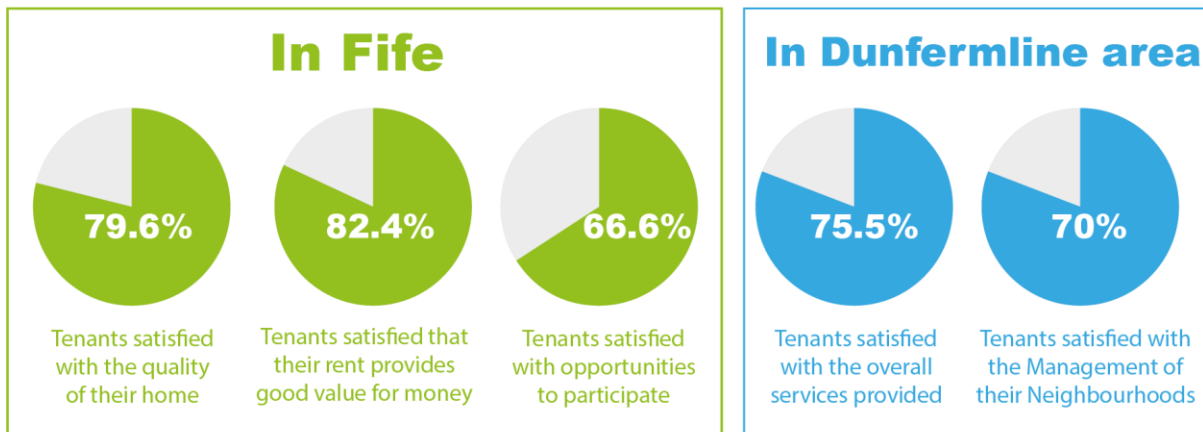
7

Delays in Start / Completion

7

Customer satisfaction

As well as consulting locally and addressing complaints, we carry out customer satisfaction surveys as part of our [annual performance reporting](#) and you have told us;



Tenant Participation

Our tenants should be involved in the housing services they receive. We ask you to share your views and take part in decision making. We want to work alongside you to provide for the community.

Getting involved gives you a greater voice. Our [tenant participation and customer engagement handbook](#) tells you more.

Our quarterly magazine, [Down Your Street](#), is also a good way to keep up to date with what we are doing and how you can get involved.

For more information on how to get involved, have a look through our [Tenant Participation](#) page on our website.

We currently have 8 active TRAs in Dunfermline, these are:

- **Golfdrum Street TRA**
- **BASICSIM TRA**
- **Canon Lynch Community**
- **Balfour Court Tenants Association**
- **Brucefield TRA**
- **Halbeath Village TRA**
- **Dollar Court & David Millar Place Tenants Association**
- **Leishman Drive & Halkett Crescent TRA**

Fife Federation of Tenants & Residents Association Ltd (FFOTRA)

9A Hunter Street Kirkcaldy KY1 1ED

01592 641968

Website www.fifefederation.org.uk

E-mail enquiries@ffotra.co.uk

Facebook [facebook.com/ffotra](https://www.facebook.com/ffotra)

Twitter [ffotraltd](https://twitter.com/ffotraltd)

Local Issues Action Plan

Issues	Where?	Proposed Action	Timescale/Updates
Lack of Affordable Housing	All Dunfermline Areas	Work with Affordable Housing team to build larger family homes and accessible bungalows	Proposed completion of 150 affordable homes by 2026
		Assist 6 households to downsize, freeing up larger council homes through the Best Use of Stock Scheme	August 2024
		Target larger ex-local authority properties on the open market as buy back opportunities to increase housing supply.	Work with affordable housing team to maximise available budgets in areas with high demand.
Anti-Social Behaviour	All Dunfermline Areas	Through anti-social Behaviour Policy, take robust action against perpetrators of anti-social behaviour.	
		Continue close partnership working to reduce Anti-Social Behaviour.	
Improving Estates	All Dunfermline Areas	Repurpose unused Garage Sites or grassed areas as parking areas for residents	Identify areas as part of estate walkabouts for consideration.
		Liaise with Environmental Services and Grounds Maintenance to reduce litter and debris in open spaces.	
		Complete 8 Estate Action Plans following estate walkabouts with TRA's	Annual Updates to City of Dunfermline Area Committee
	City Centre	Work with Private Sector team to develop factoring service in shared ownership blocks	Ongoing community and TRA consultation.
Repairs and Maintenance	All Dunfermline Areas	Work with Affordable Housing Team and Building Services to provide tenants with energy efficient means of heating their homes in New Build or Improvement Programmes.	Targeted Community Consultation and Ward Member Updates
Affordability	All Dunfermline Areas	Increase the number of tenancies supported via Tenancy Assistance year on year.	Annual Updates to City of Dunfermline Area Committee
		Refer tenants experiencing Fuel Poverty to Fuel Poverty Assistance Schemes to ensure properties are well heated and ventilated during winter months.	

Measuring Success

The [Dunfermline Area Committee](#) will monitor how well we are doing against the local commitments outlined in this leaflet. Our plans will be reviewed and refreshed every three years to make sure they continue to reflect local priorities.

Your Area Housing Team

Supporting the plan and delivering services to tenants is your local Housing Team, led by Housing Manager Lynne Johnston, supported by Lead Officers Fiona Empson and Jillian Robb-McMahon

We have 7.5 Housing Options Officers who manage our empty houses and allocate to new tenants. They have a wide range of knowledge about [housing options](#) and can meet with tenants and applicants to explain these.

In the last few years, we have recruited additional Housing Management Officers and now deploy 14.5 in total who are the main point of contact for tenants, and their job is to link you in to all the [services you need](#) whether repairs, money advice, coping with heating bills, problem neighbours, contacting local job clubs. The list is as long as you need!

In Dunfermline we also have Caretakers, Very Sheltered Housing Officers, Retirement Housing Officers and Revenues Officers we can call on to provide extra help.

Come and speak to us at:

[Dunfermline Customer Service Centre - City Chambers](#)

Useful contacts

Online:

<https://www.fife.gov.uk/>

By phone:

Faults and repairs (housing, roads, streetlights) - **03451 550011**

Environment (bins, bulky uplifts, pests) - **03451 550022**

Housing information and advice - **03451 550033**

Council tax and housing benefit - **03451 551155**

Passes and concessions (myfife cards, blue badges) - **03451 550066**

Social Work enquiries - **03451 551503**

Out of hours - **03451 550099** For social work, housing and flooding emergencies - after 5pm week days, 24hrs weekends and public holidays.

Calling 03 numbers costs the same as calling landlines starting with 01. 03 numbers are included in pre-paid phone packages and monthly call allowances. Customers should check tariffs with their phone providers.

15 August 2023

Agenda Item No: 9

Complaints Update

Report by: Mike Enston Executive Director - Communities

Wards Affected: All City of Dunfermline Wards

Purpose

To provide an overview of complaints received relating to the City of Dunfermline Committee area for the year from 1 April 2022 to 31 March 2023.

Recommendation(s)

The Committee is asked to consider the report on complaints received noting the complaints responded to in target timescales and the proportionality of Service complaints.

Resource Implications

There are no direct resource implications arising from this report.

Legal & Risk Implications

There are no direct legal and risk implications arising from this report.

Impact Assessment

An EqIA has not been completed and is not necessary for the following reasons:
It is not required because the report does not propose a change or revision to existing policies and practices.

Consultation

No public consultation has been carried out in relation to this report however there is on-going consultation with key staff in Council services on complaint handling performance.

1.0 Background & explanatory notes

- 1.1 Reports on customer complaints to the Council are presented twice a year to Standards and Audit Committee. In November 2013, that Committee agreed to refer the report to Area Committees for consideration, with the addition of area-based complaints information.
- 1.2 This is now the tenth annual report to area Committees, this report covering complaints relevant to the City of Dunfermline Committee area.
- 1.3 Any feedback on local issues gathered from the individual area Committees will be taken into account when finalising the update report to Standards & Audit Committee pending this year.
- 1.4 Scottish Councils must follow the model complaint handling procedure developed by the Scottish Public Services Ombudsman (SPSO). The model was designed to provide a simpler, more consistent process for customers to follow and encourages local authorities to make best use of lessons learned from complaints. A revised version of the procedure with minor changes was launched in April 2021
- 1.5 The analysis by area in this report is based upon the address of the complainant rather than the geographic location of the complaint itself. It should be noted that this may occasionally give odd results, e.g., complaints concerning beaches in Dunfermline.
- 1.6 The Council responds to over 7 million contacts from customers across Fife every year. Results from historic satisfaction surveys, customers are generally satisfied with the services the Council provides. Where customers do have cause to complain about services received, we aim to resolve these quickly and to learn from feedback to improve future services.

2.0 Area Complaints

Volume & responsiveness – City of Dunfermline Area

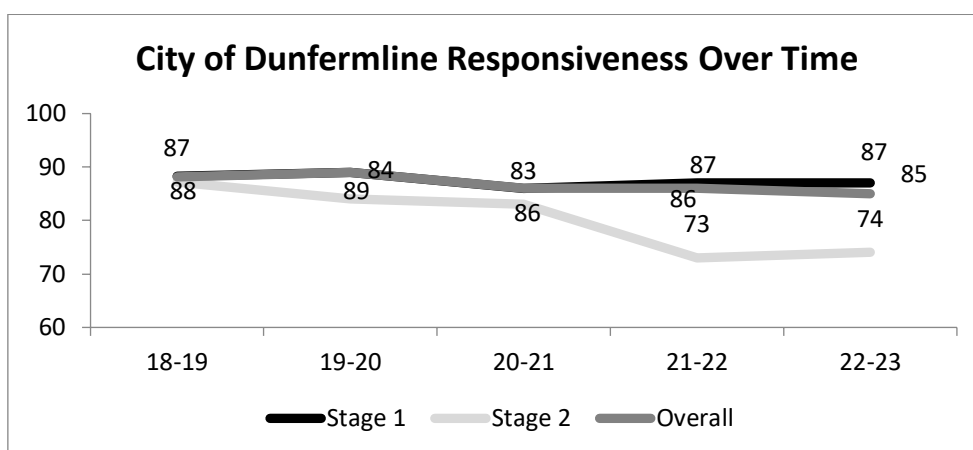
Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	392	334	85% (86% in 21-22)
Stage 1 (5 days)	349 (89%)	302	87% (87% in 21-22)
Stage 2 (20 days)	43 (11%)	32	74% (73% in 21-22)

- 399 complaints were received relating to the City of Dunfermline area in 21/22 of which 392 were closed (the remaining 7 were still open, withdrawn or pending an allocation decision). Complaints are currently categorised in the system (reason for complaint, channel, root cause etc.) after complaints are closed. It should be noted that there were 228 complaints received in 2021-22.
- In line with we aim to deal with stage 1 complaints immediately if we can but at least within 5 working days. Stage 2 should be dealt with in 20 working days, with updates if investigations will take longer. The procedure allows for extensions to these timescales, and these are frequently applied particularly in more complex cases.
- Responsiveness has declined slightly in all complaints closed in target timescales. Stage 1 complaint performance remains at 87% however stage 2 cases in timescale have slightly improved from last year's 73%. This should be considered alongside the x171 additional complaints received this year. The average time to close all complaints has taken slightly longer at 5.1 working days compared with 4.7 from last year. This is better than the Council average of 6.2 working days.

Volume & responsiveness - Fife Council overall

Stage	Total No. of complaints closed	No. closed in target timescales	% closed in target timescales
	2970	2497	84% (82) in 21-22
Stage 1 (5 days)	2521 (85%)	2157	86% (83 in 21-22)
Stage 2 (20 days)	449 (15%)	340	76% (76 in 21-22)

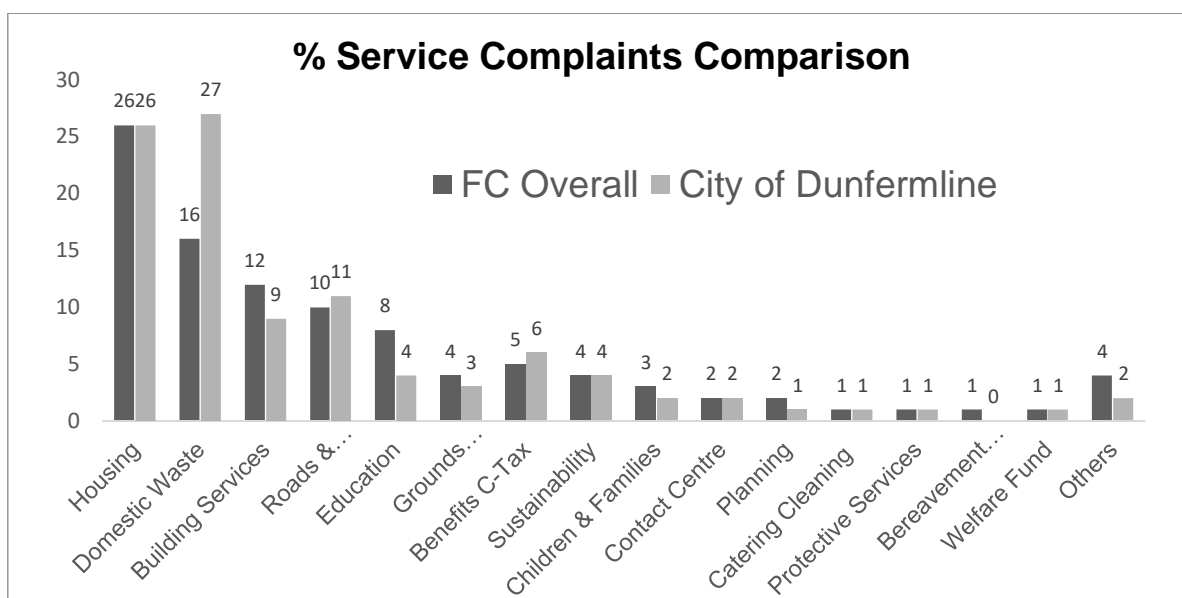
2.1 The trend is one of the overall complaints in timescale in or around the Council average however some decline from 2021-22 in stage 2 cases in target timescale.



2.2 The contact channel used for complaints can be seen in the following table. There has been an increase in the use of the website (was previously 76% in 21-22).

Receipt Channel	City of Dunfermline	FC Overall
Web	80%	71%
Email	7%	16%
Contact Centre	5%	5%
F2F	5%	1%
Tel	2%	4%
Letter	1%	2%
Other (Paper forms & Texts)	0%	1%

2.3 The following graph provides the proportionality of Service complaints (upheld as well as not upheld) compared with Fife Council as a whole.



2.4 Differences of note include that there are proportionally more complaints concerning Domestic Waste where the largest category was customer's dissatisfaction with policy / collection arrangements e.g., number of bins, frequency of collection etc.

2.5 The following table shows complaint responsiveness by Services. Ordered by % all in timescale worst to best.

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total	% All in Time
Children Families	6	0%	1	0%	7	0%
CSI	2	50%	0	100%	2	50%
Planning	2	50%	0	100%	2	50%
Protective	1	100%	2	50%	3	67%
Education	9	78%	6	67%	15	73%
Housing	84	75%	19	74%	103	75%
Criminal Justice	3	67%	1	100%	4	75%
Roads	41	78%	1	0%	42	76%
Catering	5	80%	0	100%	5	80%
Sustainability	12	83%	2	100%	14	86%
Benefits	17	94%	2	50%	19	89%
Domestic Waste	99	98%	7	100%	106	98%
Assessors	1	100%	0	100%	1	100%
Audit & Risk	1	100%	0	100%	1	100%
Bereavement	1	100%	0	100%	1	100%
Building	35	100%	1	100%	36	100%

	Vol Stage 1	% Stage 1 In Time	Vol Stage 2	% Stage 2 In Time	Total	% All in Time
Contact Centre	8	100%	1	100%	9	100%
Financial	1	100%	0	100%	1	100%
Wellbeing	3	100%	0	100%	3	100%
Grounds	13	100%	0	100%	13	100%
Property	1	100%	0	100%	1	100%
Welfare Fund	4	100%	0	100%	4	100%
Total	349	87%	43	74%	392	85%

- 2.6 Please note that from the 58 cases that ran over timescale 27 of those cases had extensions agreed with customers (47%). This means that 92% of cases were completed in agreed rather than the procedural target timescale (extensions are a valid application of the complaints procedure).
- 2.7 Taking account of the valid extension greatly improves the tabled results e.g., Children & Families, adjusting for the extension, would then have 57%, Education would have 87%, and Housing would have 89% of all complaints in agreed rather than target timescale.

2.8 Table showing the “root cause” category of main complaints received and compared with previous years.

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
Bereavement Services	Anything that doesn't fit within other categories.	0	1	0	0	0
	Damage / vandalism to property e.g., headstones	1	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	1	0
	Poor communications including lack of notice, consultation & engagement	0	0	0	0	0
	Restoration works e.g., fallen headstones	0	1	0	0	1
	Untidy / overgrown vegetation	1	0	0	1	0
	Total		2	2	1	2
Building Services	Card left when tenant in property	0	1	2	0	0
	Council vehicle - driving behaviour/standards	1	1	0	1	0
	Council vehicle - parking	0	1	1	0	0
	Delay in start / completion of work	1	1	2	1	1
	Failure to attend at time advised / agreed	1	5	1	3	5
	Failure to fix first time	4	9	4	7	6
	Failure to meet timescales for job	1	2	0	3	2

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	1	3	0
	Health & safety / dangerous occurrence	2	0	2	1	0
	Inappropriate staff attitude / behaviour	4	3	2	4	2
	Noise levels from work activities	1	0	0	0	1
	Poor communications - advance notice of work not given	0	0	2	2	0
	Poor communications - internal breakdown Building Services	0	2	1	1	0
	Poor communications - internal breakdown with other council areas	0	0	0	0	0
	Poor communications - poor regarding work being/to be undertaken	9	3	3	5	9
	Standard of workmanship - damage	4	2	2	3	3
	Standard of workmanship - mess	0	0	1	3	0
	Standard of workmanship - tenant unhappy with work	5	3	1	1	6
	Unplanned additional work required following repair/installation	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	2	0	0	1	1
	Total	37	33	25	39	36
	Anything that doesn't fit within other categories.	0	0	0	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
Catering & Facilities	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Inappropriate staff attitude / behaviour	2	1	0	0	3
	Meals on wheels service not correct	0	0	1	1	1
	Non delivery of service	0	0	0	1	0
	Non provision of service	0	1	0	1	0
	Quality of the Service provided	1	1	0	0	1
	Standard of service cleanliness, damage etc.	0	1	0	0	0
	Standard / condition of council buildings including toilets	0	0	0	1	0
	Total	3	4	2	4	5
Contact Centre	Anything that doesn't fit within other categories.	1	0	0	0	0
	Disagree with Council policy	1	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	0	1	0	0
	Inappropriate staff attitude / behaviour	4	2	2	2	0
	Incorrect information given	1	3	0	0	2
	Incorrect timescales given	1	0	0	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Poor communications including lack of notice, consultation & engagement	1	1	0	2	2
	Time taken to answer call	22	0	0	1	3
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	1
	Total	33	6	4	5	9
Children & Families	Dissatisfaction with assessment outcome – Child or Young Person	1	0	2	2	0
	Dissatisfaction with assessment outcome - Parent/Carer	0	0	0	4	1
	Dissatisfaction with policy / current delivery arrangements	0	0	0	0	0
	Dissatisfaction with policy / current delivery arrangements - Child or Young Person	0	0	0	1	0
	Dissatisfaction with policy / current delivery arrangements - Parent/Carer	1	0	0	0	0
	Inappropriate staff attitude / behaviour	0	0	3	2	2
	Poor communications including lack of notice, consultation & engagement	0	0	3	0	4
	Unacceptable standard of care (looked-after children) - Parent/Carer	1	0	1	0	0
	Unacceptable standard of care / support families	0	0	0	0	0
	Unacceptable standard of care looked-after children	0	0	0	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	1	0	0
	Total	3	0	10	9	7
Education	Accidents injuries e.g., physical education fights etc.	0	0	1	0	0
	Anything that doesn't fit within other categories.	3	2	6	1	0
	Bulling by staff	1	2	0	0	0
	Bullying by pupil	4	1	2	0	1
	Dissatisfaction with closure following industrial action	0	0	0	0	1
	Dissatisfaction with policy current arrangements	2	3	6	3	5
	Inappropriate staff attitude behaviour	3	2	2	1	1
	Inconsiderate inappropriate use of council vehicle	1	0	0	0	0
	Overall standard of service and treatment of family	0	0	0	0	1
	Placement request decisions	0	1	1	0	0
	Poor communications including lack of notice consultation engagement	0	1	3	0	3
	Poor standard condition of School Playground	0	0	0	0	1
	Standard of supervision	0	0	1	0	1
Traffic management outside of schools	0	0	0	0	0	

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Vandalism graffiti	0	0	0	0	1
	Total	14	12	22	5	15
Domestic Waste	Anything that doesn't fit within other categories.	3	2	6	1	0
	Bin not returned properly / bin is missing	2	0	3	1	0
	Bulky not collected / only part collected	0	3	7	3	1
	Collection has left spilt waste in street / at property	1	1	2	4	0
	Customer turned away / refused entry	0	0	3	0	0
	Damage to vehicles / property during bin collection	1	0	5	0	2
	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	27	27	74	25	68
	Dissatisfaction with policy / organisational arrangements (includes frequency of street cleaning, routes, methods etc)	0	0	0	1	2
	Dissatisfaction with policy / organisational arrangements including charging policy	0	2	3	2	2
	Dissatisfaction with policy / organisational arrangements including opening times, collection frequency etc	0	0	4	0	1
	Dissatisfaction with standard of street cleanliness	0	0	1	0	1
	Dissatisfaction with Take Out & Return TOR service	2	1	5	4	4
	Dog waste bin broken / missing / not replaced / not emptied	0	1	0	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Failure to collect / empty bin	5	8	23	7	10
	Failure to respond to previous complaint / request for service / enquiry / reported fault	3	1	7	3	7
	Inappropriate staff attitude / behaviour	3	1	6	1	3
	Inconsiderate / inappropriate use of council vehicle	1	0	2	0	2
	Mess / litter around recycling point	1	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	3	2	0	0
	Service provision Covid 19	0	0	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	3	0	2	1	3
	Total	52	50	156	53	106
Housing	Anything that doesn't fit within other categories.	1	2	1	0	0
	Assessment of FHR – Dissatisfaction with Common assessment of need/points awarded	0	1	1	1	1
	Assessment of FHR - Dissatisfaction with information/advice given	0	1	0	0	2
	Assessment of FHR - Dissatisfaction with time taken	0	0	3	1	0
	Debt management arrangements	0	0	1	0	0
	Delays in start / completion	3	1	2	1	7

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Discrimination race, gender, religion etc	1	0	0	1	0
	Dispute with neighbours	10	2	11	2	1
	Disputed recharges	1	0	0	0	1
	Dissatisfaction with policy / current arrangements	2	4	3	2	1
	Dissatisfaction with policy / current arrangements including allocations criteria	1	3	4	1	2
	Dissatisfaction with policy / current delivery arrangements	0	0	0	2	1
	Dissatisfaction with policy / current delivery arrangements e.g., rent levels, rent increases, collection	0	0	1	0	0
	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	6	3	8	9	19
	Dissatisfaction with tenancy support policy or current delivery arrangements	0	1	0	0	0
	Dog Issues	0	0	0	0	2
	Drugs	2	0	1	0	0
	Failure to respond to previous complaint / request for service / enquiry / FOI request / reported fault	0	0	0	0	1
	Failure to respond to previous complaint / request for service / enquiry / reported fault	2	4	4	4	11
	Fencing	0	0	0	1	4

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	FHR process – Dissatisfied as process not meeting applicants needs	0	0	3	1	2
	FHR Process - dissatisfied with time on housing list waiting to be made a fair offer	0	0	0	0	2
	Garden maintenance service	0	1	2	0	0
	Gypsy Travellers	0	1	0	0	0
	Homeless – Offer of temporary accommodation	0	0	0	0	2
	Inappropriate staff attitude / behaviour	8	9	6	1	8
	Internal communal areas includes cleanliness, lighting etc	0	0	0	0	0
	Management of communal areas includes grass cutting, overgrown trees & bushes	0	2	1	0	2
	Missed from programme	0	0	0	0	0
	Mutual repairs	3	0	2	0	4
	Noise	0	0	3	2	1
	Pest control issues	0	0	0	0	2
	Pets & animals	1	0	0	1	1
	Poor communications including lack of notice, consultation & engagement	5	6	4	5	8
	Poor condition / standard of housing	1	3	0	3	6

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Poor standard / condition of property at start of tenancy	1	1	2	1	0
	Quality of workmanship including mess/damage, unsatisfactory completion, quality of products etc.	1	3	4	1	2
	Redecoration allowance	0	0	0	0	1
	Rent discrepancies includes delays in refund of credits	0	0	0	0	0
	Resettlement Programme	0	0	0	0	2
	Risk management	0	0	0	0	0
	Rubbish	0	1	3	0	0
	Snagging issues	1	1	0	1	0
	Transfers includes mutual exchanges	0	1	1	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	7	3	8	2	5
	Waiting times	0	0	3	0	2
	Total	57	54	82	42	103
Grounds Maintenance	Anything that doesn't fit within other categories.	0	2	0	0	2
	Damage to Private Property	0	0	0	0	2
	Dissatisfaction with policy / organisational arrangements includes frequency of street cleaning, routes, methods etc	0	1	0	3	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with standard of street cleanliness	1	0	0	0	0
	Dog fouling	0	1	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	Fence damage	0	0	1	0	0
	Footpath clearance	0	0	0	1	0
	Grass cutting	2	2	5	8	6
	Grounds maintenance policy	0	0	0	3	1
	Inappropriate staff attitude / behaviour	0	0	0	0	2
	Inconsiderate / inappropriate use of council vehicle	1	0	1	1	0
	Overhanging / damaged trees & shrubs	0	1	1	1	0
	Poor communications including lack of notice, consultation & engagement	0	2	0	0	0
	Quality of footpath	2	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	Untidy / overgrown vegetation	2	0	3	2	0
	Weed killing areas	0	0	0	1	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Total	8	9	11	19	13
Planning	Anything that doesn't fit within other categories.	0	1	0	0	0
	Delays in decisions / non-compliance with timescales	0	0	0	1	0
	Dissatisfaction with policy / delivery arrangements	0	1	1	1	1
	Failure to follow process	0	1	0	0	0
	Failure to respond	1	0	0	0	0
	Lack of public information	0	0	0	0	1
	Poor communications including lack of notice, consultation & engagement	0	1	0	1	0
	Poor quality of assessment	1	1	1	1	0
	Unacceptable condition of neighbouring site / land	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	1	1	0	0
	Total	2	6	3	5	2
Protective Services	Anything that doesn't fit within other categories.	1	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Inappropriate staff attitude / behaviour	0	0	0	0	0
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	2
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	2	1	1
	Total	1	1	3	1	3
Benefits C/Tax	Admin error	5	5	6	1	3
	Anything that doesn't fit within other categories.	0	0	1	0	0
	Automated message given to customer	0	0	0	0	0
	Availability of advisor	0	0	1	0	0
	Data protection	1	0	0	0	1
	Disagree with legislation	2	2	3	0	0
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	1	0	1	0
	Inappropriate staff attitude / behaviour	2	2	0	0	0
	Lack of / incorrect information	2	4	7	3	9
	Poor communications including lack of notice, consultation & engagement	1	1	0	0	0
Procedures / policy	7	7	6	2	3	

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Rent errors	0	0	0	0	1
	Service provision Covid 19	0	0	1	0	0
	System failure	0	2	0	0	1
	Time taken to process enquiry	0	0	4	5	4
	Unclear guideline instructions	0	0	0	0	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	1	0	0	0	1
	Total		21	24	29	12
Roads & Transportation	Anything that doesn't fit within other categories.	0	6	0	0	0
	Application process such as timescale /proofs / photographs / mobility assessment	0	0	1	2	1
	Bad attitude of drivers	0	0	0	0	1
	Card not received by customer	0	0	0	0	2
	Compensation claims	0	0	0	0	1
	Complaint about blue badge application	0	1	0	0	1
	Didn't get requested time for travel	0	1	0	0	0
	Dissatisfaction with car parking provision / charging policy	0	3	1	0	1
	Dissatisfaction with emergency response to flooding	0	1	1	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Dissatisfaction with flood prevention / mitigation works	0	1	0	0	0
	Dissatisfaction with gritting / snow clearing policy including gritting routes, priorities etc.	0	0	6	1	0
	Dissatisfaction with gritting / snow clearing response e.g., delayed response, poor performance, ineffective etc.	0	0	2	0	1
	Dissatisfaction with service provided	0	0	0	0	3
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	2	0	1	2
	Grit bin empty / not refilled	0	1	2	1	0
	Grit bin damaged/ displaced/ not replaced	0	0	0	0	1
	Inadequate notice of road and footpath works including road closures	0	0	0	0	3
	Inadequate notification or consultation about installation of new street lighting	0	0	0	0	1
	Inappropriate staff attitude / behaviour	0	0	3	1	1
	Inconsiderate / inappropriate use of council vehicle	0	1	0	0	0
	Inconsiderate / inappropriate use of parking provision including blocking footpath, driveways etc	0	0	1	1	0
	Insufficient number of grit bins provided	0	0	2	0	1
	Late / early arrival of bus	0	1	0	0	0

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Localised flooding due to blocked gullies / drainage e.g., roads, footpaths, gardens, property etc	0	2	2	0	1
	Localised flooding due to damaged drains / water mains	0	1	0	0	0
	Noise / disruption / delays / inconvenience including restrictions in place, but no work ongoing	0	0	1	1	1
	Overgrown trees and bushes	0	0	1	0	1
	Poor communications including lack of notice, consultation & engagement	0	0	1	0	1
	Poor condition of footpath / cycle path	0	0	0	1	0
	Poor condition of road markings e.g., white lining	0	0	1	0	0
	Poor condition of town centres / pedestrianised areas including street furniture e.g., bins, bollards etc.	0	0	0	1	0
	Poor or inappropriate road signage/other street furniture unlit signs, unlit bollards, vehicle safety barriers, pedestrian guardrails, street nameplates, bus shelters, grit bins, trees, verge marker posts, weather stations	0	1	1	0	1
	Poor site management barriers, cones, temporary signs, materials, equipment, and site plant/vehicles	0	0	1	0	2
	Poor standard of road repairs / maintenance work including incomplete work	0	3	1	0	1
	Potholes / poor condition of road surface	0	7	11	1	8

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Public transport information timetables, electronic screens, bus stop timetables	0	1	0	0	0
	School transport operation of Service i.e., late / did not arrive / condition of vehicle / driver conduct / behaviour of other passenger / route issues / timetable issues	0	1	0	1	1
	Street light repairs	0	0	2	0	3
	Traffic concerns including traffic noise / volume / speed	0	1	1	2	0
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Use / Provision of disabled parking on street/ off street parking bays	0	0	0	0	1
	Total	26	35	42	16	42
Sustainability	Anything that doesn't fit within other categories.	0	0	0	1	0
	Customer turned away / refused entry	0	0	1	0	1
	Dissatisfaction with booking policy	0	0	0	0	3
	Dissatisfaction with policy / current organisational arrangements including opening times	0	0	7	4	5
	Failure to respond to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Inappropriate staff attitude / behaviour	1	0	1	0	1
	Landfill Site – Odour issues	0	0	0	0	2

Service	Category	2018/19	2019/20	2020/21	2021/22	2022/23
	Unsatisfactory response to previous complaint / request for service / enquiry / reported fault	0	0	0	0	1
	Total	1	0	9	5	14

Complaint examples

2.8 The following table provides summarised examples of actual complaints made:

Service Area	Category	Complaint (summarised / redacted)
Domestic Waste	Dissatisfaction with policy / collection arrangements e.g., number of bins; frequency of collection etc	<p>The continual problem of bins not being emptied is now beyond a farce. Nearly every week or other week the bins are being missed or not picked up. This is now causing problems with overflowing rubbish and weeks of certain bins being full. Even when they do get picked up, they're not lifting any extra rubbish.</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>Apology offered to customer. Service vehicle returned and serviced outstanding collections.</i></p>
Housing Services	Dissatisfaction with policy / current delivery arrangements e.g., timescales, priorities, criteria	<p>Several weeks ago, I received notification that my annual gas service was due. As this was very short notice, I called the number on the postcard to reschedule. I provided two or three dates where I would be home, but these were not available. I was then told to leave it and allow the engineer to call and leave another card to reschedule. I was not happy doing this as it seems such a waste of resources however, I had no option. I received a further letter with a new date but again, I couldn't be home. I emailed the address on the letter to once again explain. I provided 5 dates where I would be available and explained that I work shifts for <i>job</i> and I only get my rota for the upcoming week or two. I received an appointment for almost a month later. I replied asking if there was anything sooner as my rota did not extend that far. I received no reply. I made it clear that I was not refusing access for the inspection, but I was hoping for a little bit of help to arrange a time whereby I didn't have to use up my annual leave. I received no help whatsoever either in the phone call or the email. The advice to ignore the engineer twice and waste their time seems a ridiculous waste of their time. I had to take a dates holiday for the appointment on <i>date</i> as I was told I was unable reschedule a final appointment!! I then discovered a housing officer met with the engineer just in case no one was home. I am very unhappy with the treatment I have received regarding this. At no time did I refuse access for the inspection, I can't believe I'm the only tenant who works and has difficulty arranging their schedule for a visit. I felt like I was being obstructive when I was simply trying to find a compromise. The attitude from everyone I tried to speak with was</p>

Service Area	Category	Complaint (summarised / redacted)
		<p>incredibly dismissive and made me feel like I was a difficult tenant.</p> <p>I hope you will look into your processes and perhaps try to see that sometimes people have a different schedule to work around.</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>Apology issued to customer and email address provided for any future issues.</i></p>
Roads & Transportation	Potholes / poor condition of road surface	<p>Road Defect ref I have emailed the Transportation Services Department three times about the above reference asking the outcome of the intended inspection they told me would be carried out. I received a reply saying an inspection was due to be carried out, but I still have not received no reply despite asking three times on <i>date, date & date</i> and used the read response in the three emails. I find this totally unacceptable and ignorant when I have taken the time to report the road defect and followed it up with three emails. An <i>name</i> who I asked to either call/email me still has not responded and again totally unacceptable and ignorant. I called last week and was told to make a complaint on the way this is being handled with the sheer lack of customer service from Fife Council. So, I would like to know what is happening with this defect and why I have no response.</p> <p>Outcome: <i>Complaint upheld.</i></p> <p><i>Telephoned customer to discuss the complaint. Visited the area and investigated, the area in question is in the schedule for an Area Roads Programme full resurfacing scheme this financial year.</i></p>

3.0 Learning from Complaints

- 3.1 One key element of handling complaints is using customer feedback to rectify or improve upon the service provided. It has previously been reported that the improvements introduced allowed for more and better corrective actions to be captured.
- 3.2 Every upheld or partially upheld complaint presents an opportunity for the Council to address the failings identified and this is also a requirement of the procedure. Previous complaint update reports to this Committee have described gaps in the volume and quality of corrective actions.
- 3.3 A few instances remain where corrective action statements refer simply to the outcome of the complaint rather than specific actions that would potentially prevent future reoccurrence.

- 3.4 There are good examples when the Council listens to customer feedback and makes improvements to future service provision. Where complaints were about the actions of employees (behaviour, poor driving, wrong information provided, process / procedure not followed etc.) the complaint has been addressed directly with employees, so they are aware of the impact on their customers.
- 3.5 One of the reasons for creating the new Communities Directorate was to increase customer responsiveness and this included setting up the Escalation and Resolution team.
- 3.6 To date the team have focussed upon key aims, including:
- Improving upon current responsiveness rates, such as targeting poorer performing Services (more effective queue management and professional administrative support).
 - Improving the standard of customer communication, by increasing the volume of qualitative checks and supporting Services by peer review of resolution letters / emails.
- 3.7 Escalation & Resolution continue to support Elected Members, MP and MSP to resolve issues for constituents when the 'business as usual' process has not worked effectively. Support in the main has been to the local MP and MSP politicians that represent Fife. The team are resourced to have capacity to respond to local area Elected Members on constituent's cases and advise accordingly or indeed log any enquiry or complaint raised on behalf of Members.
- 3.8 The following tables provide the details of complaint decisions in the Dunfermline area compared with the Fife Council overall results.

City of Dunfermline	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	45%	14%	9%	32%
Stage 1	45%	13%	9%	33%
Stage 2	47%	23%	7%	23%

Comparison to the Fife Council overall results.

FC Overall	Not Upheld	Partially Upheld	Resolved	Upheld
Overall	40%	16%	10%	34%
Stage 1	39%	14%	11%	36%
Stage 2	47%	28%	2%	22%

4.0 Complaint Satisfaction

- 4.1 In historic reports to this Committee the data used to provide satisfaction with complaint handling amongst more general satisfaction was obtained from a generic transactional survey of four questions emailed out on a four-weekly basis. Following changes to both the Council's website and the customer management system this transactional survey became obsolete.
- 4.2 The complaints procedure requires that complainants are surveyed so the previous generic survey was replaced in January 2022 with a bespoke version that covers standard questions

as agreed from the Local Authority Complaint Handlers Network. These questions will ultimately allow benchmarking amongst network members.

4.3 The replacement complaint satisfaction survey methodology has us ask customers how much they agree or disagree with the following statements generally 4 weeks after their complaint has closed.

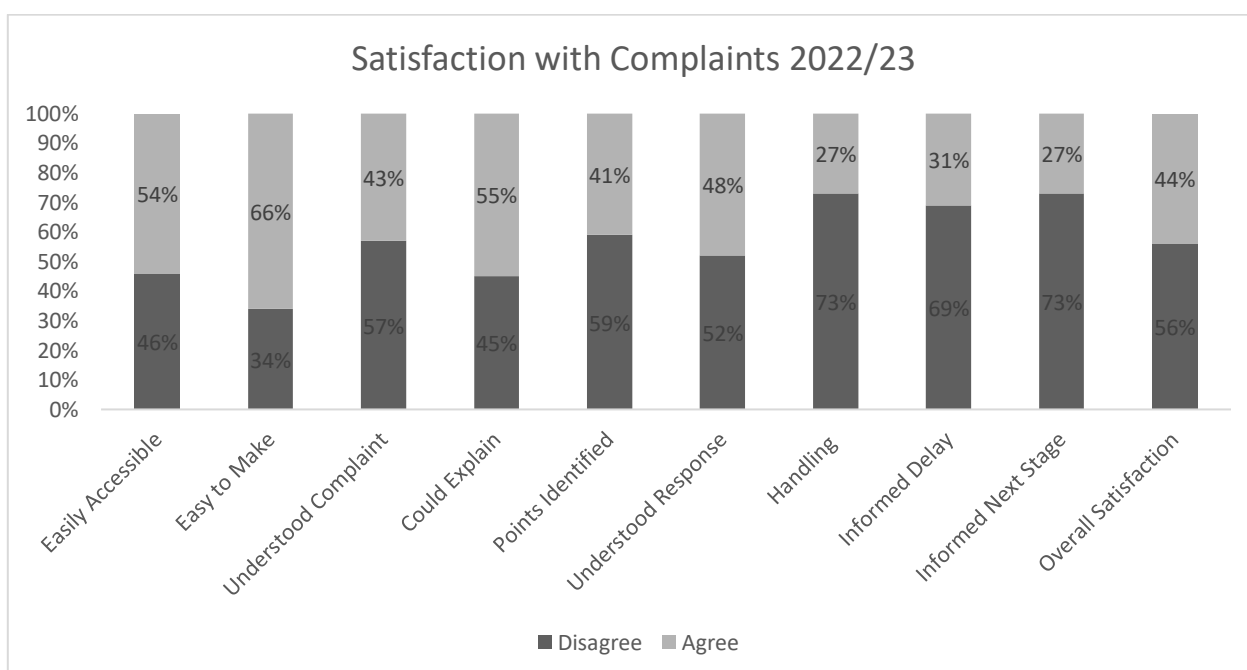
- Information about the complaint procedure was easily accessible.
- I found it easy to make my complaint.
- I was happy that the person considering the matter fully understood my complaint.
- I was given the opportunity to fully explain my complaint.
- The points of my complaint were identified and responded to.
- The response to my complaint was easy to understand.
- Overall, I was satisfied with the handling of my complaint.
- I was told if the response was going to take longer than the set timescales (five working days at stage 1 and 20 working days at stage 2).
- I was clearly told what the next stage of the complaints process was for me.

4.4 This replacement survey now requires a manual issue of these questions by email however has added benefit over the previous generic transaction survey as the text from a complainant's actual complaint is given as a reminder to make the survey more focussed.

4.5 There were 119 replies from complainants claiming residency in the City of Dunfermline Committee area. Comments included:

- Thank you for the swift reply. I appreciate everything possible is being done to improve this service and certain circumstances are beyond your control at times.
- I can't recall it being easy to submit my complaint but obviously I got there eventually. The person who dealt with it was brilliant, I couldn't have asked for better.
- I'm still waiting on a response. Deeply saddened and disappointed.
- Maybe actually answering the points would have been useful rather than just repeating the "rules" which was the point of the complaint.

Overall satisfaction remains the same as last year at 44%. This is lower than the Council overall performance of 49% overall satisfaction. Satisfaction with each question is as shown on the following graph.



4.6 It would appear from the result that improvement is required in keeping complainants updated with any delay and being clear to explain the next steps in the complaint process.

5.0 Scottish Public Services Ombudsman Cases

- 5.1 The SPSO are the last part of the procedure for all Council complaints and therefore all stage 2 resolution letters must offer formal recourse to this organisation.
- 5.2 This year there were 4 corporate cases for the City of Dunfermline area that reached this final stage of the procedure.
- 5.3 The following table provides a list of Services and outcomes following the SPSO's consideration of the complaints. Not taken forward for investigation by the SPSO refers to where the SPSO consider the matter outside of their jurisdiction, the SPSO are satisfied that the Council have done all they can with the matter raised, or that the SPSO are unlikely to achieve the desired outcome of the complainant.

Service	Complaint Summary	SPSO Decision
Education	School entry	Not taken forward for investigation
Ground Maintenance	Leaf clearing	Not taken forward for investigation
Housing	Garden upgrade	Not taken forward for investigation
Safer Communities	Stray dog issue	Not taken forward for investigation

6.0 Other Customer Issues

- 6.1 The SPSO complaints procedure adopted by Fife Council includes a clear definition of a complaint which means that some customer issues are simply recorded as service requests rather than as complaints. Some of these issues may have been previously recorded as complaints (before April 2013) as the Fife Council definition at the time allowed issues to be considered as a 'complaint' where a customer requested this.
- 6.2 Issues that are considered outside of the definition include reports around dog mess, illegal dumping etc. The number of enquiries received about these issues for this Committee area are as detailed in the following table.

Enquiry Type	19/20	20/21	21/22	22/23	Note
Missed bins	1329	1494	1465	1223	
Illegal Dumping	178	79	72	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Street Cleaning	189	115	85	37	
Dog Fouling	43	19	12	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Aggressive Dogs	39	26	34	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)

Abandoned Cars	21	11	9	-	Enquiries recorded differently over previous years – author has no database access (see 6.5)
Litter Bin Issues	49	44	34	24	Request new / overflowing
Needles	20	10	8	1	Either made safe or require removal
Fallen Trees	6	4	8	1	

- 6.3 This data is a simple extract from our customer management system providing the volume of enquiries logged against an enquiry type for this Committee area. Information is based upon the address of customers where an address has been recorded.
- 6.4 Services may express enquiry volumes differently (this report may not be comparable with official Service volumes) as they may use their own method to compile volume information and refer to work activity conducted in the area (not simply volumes reported by customers who have furnished their address, that reside in the area). The data therefore serves to provide an indicative picture of customer issues in the area only.
- 6.5 For a fuller understanding of the volume of some of these service enquiries including blank areas shown in the table at 6.2 please refer to the Safer Communities Team Update report (Report by the Head of Communities & Neighbourhoods) likely included within this Committee’s annual diet.

7.0 Compliments

- 7.1 By adding a database marker we can now report compliments by area Committee level. Again, this analysis is based upon the address of the complainant rather than the geographic location of the Service being complimented. From the examples obtained it doesn’t appear that this distinction matters.
- 7.2 The following table provides some details of the 23 compliments received from customers in the City of Dunfermline area, the Service areas complimented and some typical examples of the type of compliments received.

Service	Vol	Example
Building Services	7	I have recently been in contact with Fife Council in connection with problems regarding vibrating taps and pipes at the above property. This was a huge worry and concern to me as you will understand. I would prefer you to know that the assistance I have received from the staff, over the telephone and all of the men involved in trying to establish what had happened and then fixing the problem, has been excellent. Very, very helpful, everyone.
Catering Cleaning	2	To thank the Meals on Wheels service. Though it has not really worked out for me, I was hugely impressed by the service. Lovely staff, amazingly flexible and good food. A service the council should be very proud of

Service	Vol	Example
Contact Centre	1	Spoke with advisor Elaine at the customer contact centre. She had a lovely manner and was most helpful. Wishes to thank for her assistance
Customer Service	2	Honestly the service was beautiful, we found you very friendly and a generally calming presence which really helped with the nerves. The actual ceremony was exactly what we hoped for, not too gushy for our liking and exactly what I imagined our wedding day would be like. Thank you again for everything.
Domestic Waste	2	Well done on great service for extremely speedy replacement to damaged blue bin lid. Thank you.
Financial Services	1	Credit where credit is due this has been excellent work by this team & I cannot fault them as they are extremely efficient, and their work is completed in a very timely manner
Grounds Maintenance	3	<p>Today a young man was weeding and tidying. Unfortunately, I don't know his name or anything.</p> <p>I would just like to say that despite the heat he did an amazing job, and the lane looks brilliant! Did a great job tidying up at the end too. Please pass on my thanks to him, he worked really hard.</p>
Planning	1	My wife & I have recently been told that a planning application has been submitted for a new build house virtually touching our home. As we have no experience with anything like this in our lives we made contact with Brian Forsyth, the Fife Council planner in charge of the case to help us get through the process as to what we could & couldn't do. From the outset Mr Forsyth has been courteous, responded in excellent time to our questions & has been an absolute pleasure to deal with, he is an absolute credit to Fife Council.
Roads & Transportation	4	<p>After only approximately 25 minutes after reporting this online the team arrived to unblock the drain. My wife and I were astounded that they were there so quickly. So much so that I went out and thanked the guys for such a quick response. On previous occasions the response has been quick but this was the quickest.</p> <p>The three guys were there for approximately 20 minutes and seemed to give the drain a really thorough clean.</p> <p>We would like to say a big thank you to everyone involved after receiving the fault report, from office through to the drain cleaning team.</p>

8.0 Conclusions

- 8.1 Responsiveness (complaints in target timescales) remains comparable with last year's performance and overall responsiveness is better than the Council average. The average working days to respond to all complaints increased from last year however again remains

better than the Council average. These figures are important as we consider responsiveness as a key driver of customer satisfaction.

- 8.2 The issues customers complained about within the Dunfermline area are broadly similar to those made across Fife as a whole, however, there were proportionally more complaints for Domestic Waste. The largest category was customer's dissatisfaction with policy / collection arrangements such as the number of bins and the frequency of collection.

List of Appendices

None

Background Papers

1. SPSO revised model complaint handling procedure – [Link](#)

Report Contacts

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City of Dunfermline Area Committee Work Programme

Report by: Eileen Rowand, Executive Director (Finance and Corporate Services)

Wards Affected: All

Purpose

This report supports the Committee's consideration of the work programme for future meetings of the Committee.

Recommendation(s)

It is recommended that the Committee review the work programme and that members come forward with suggestions for specific areas they would like to see covered in any of the reports.

Resource Implications

Committee should consider the resource implication for Council staff of any request for future reports.

Legal & Risk Implications

Committee should consider seeking inclusion of future items on the work programme by prioritising those which have the biggest impact and those which seek to deal with the highest level of risk.

Impact Assessment

None required for this paper.

Consultation

The purpose of the paper is to support the Committee's discussion and therefore no consultation is necessary.

1.0 Background

- 1.1 Each Area Committee operates a work programme which contains items which fall under three broad headings: items for decision, supporting the Local Community Plan and Scrutiny/Monitoring. These items will often lead to reactive rather than proactive scrutiny. Discussion on the work programme agenda item will afford members the opportunity to shape, as a Committee, the agenda with future items of business it wishes to review in more detail.

2.0 Conclusions

- 2.1 The current work programme is included as Appendix 1 and should be reviewed by the Committee to help inform scrutiny activity.

List of Appendices

1. City of Dunfermline Area Committee Forward Work Programme

Report Contact

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City of Dunfermline Area Committee of 15 August 2023			
Title	Service(s)	Contact(s)	Comments
Minute			
Local Community Planning Budget Request - Dunfermline Christmas Lighting Contract	Communities and Neighbourhoods Service	Shirley Melville	Request to add following discussion with Convener 25.07.23.
Local Community Planning Budget Request - Fire Station Creative Facade Restoration	Communities and Neighbourhoods Service	Shirley Melville	Request to add following discussion with Convener 25.07.23.
Local Community Planning Budget Request - Branching Out – Wellbeing Through Heritage	Communities and Neighbourhoods Service	Shirley Melville	Deferred from 06.06.23 - Para 71 of that minute refers.
Plan 4 Dunfermline - Dunfermline Area Local Community Plan 2023 - 2024	Communities and Neighbourhoods Service	Andrew Gallacher, Shirley Melville	
Area Housing Plan Update - 2023 to 2026	Housing Services	Lynne Johnston	
Complaints Update - 1 April 2022 to 31 March 2023	Customer Services Improvement Service	David Thomson-CRM	
City of Dunfermline Forward Work Programme		Emma Whyte	

City of Dunfermline Area Committee of 24 October 2023			
Title	Service(s)	Contact(s)	Comments
Settlement Trust Annual Update 2021/22		Andrew Gallacher	
Area Capital Update Report 2022/23		Andrew Gallacher	
Area Roads Programme 2022/23	Assets, Transportation and Environment	Paul Hocking	Deferred from 15.08.23 meeting at the request of Paul Hocking 25.07.23.
Common Good Annual Report 2022/23		Andrew Gallacher, Eleanor Hodgson	

City of Dunfermline Area Committee of 24 October 2023			
Title	Service(s)	Contact(s)	Comments
Settlement Trust Annual Update 2022/23		Andrew Gallacher	
Health and Social Care Locality Planning 6 Monthly Update		Jacquie Stringer-fc	
Food Safety Inspections - Dunfermline Area		Lisa Mccann	
Touch Development Proposals		Lynne Johnston	

City of Dunfermline Area Committee of 12 December 2023			
Title	Service(s)	Contact(s)	Comments
Dunfermline City Centre Update		Andrew Gallacher, Sunil Varu	

City of Dunfermline Area Committee of 6 February 2024			
Title	Service(s)	Contact(s)	Comments
Criminal Justice Community Payback Annual Performance Report 2022/23		Joan Gallo	
Area Roads Programme 2024/25		Neil Watson	
Local Economic Profile 2022		Peter Corbett	

City of Dunfermline Area Committee of 23 April 2024			
Title	Service(s)	Contact(s)	Comments
Health and Social Care Dunfermline Locality Planning Update		Jacquie Stringer-fc	

City of Dunfermline Area Committee of 18 June 2024			
Title	Service(s)	Contact(s)	Comments
Safer Communities Annual Performance Report 2023/24		Liz Watson-SC	
Police Scotland Annual Performance Report 2023/24			
Scottish Fire and Rescue Service Annual Performance Report 2023/24			
School Attainment and Achievement 2023/24		Deborah Davidson	

Unallocated			
Title	Service(s)	Contact(s)	Comments
Freedom of the City - Pittencrieff Park Peacocks		Lindsay Thomson	
Playspace Categorisation Update		Kevin Okane	